



INAER SPAIN

A LEADER IN MISSION-CRITICAL OPERATIONS
AND AIRCRAFT MAINTENANCE

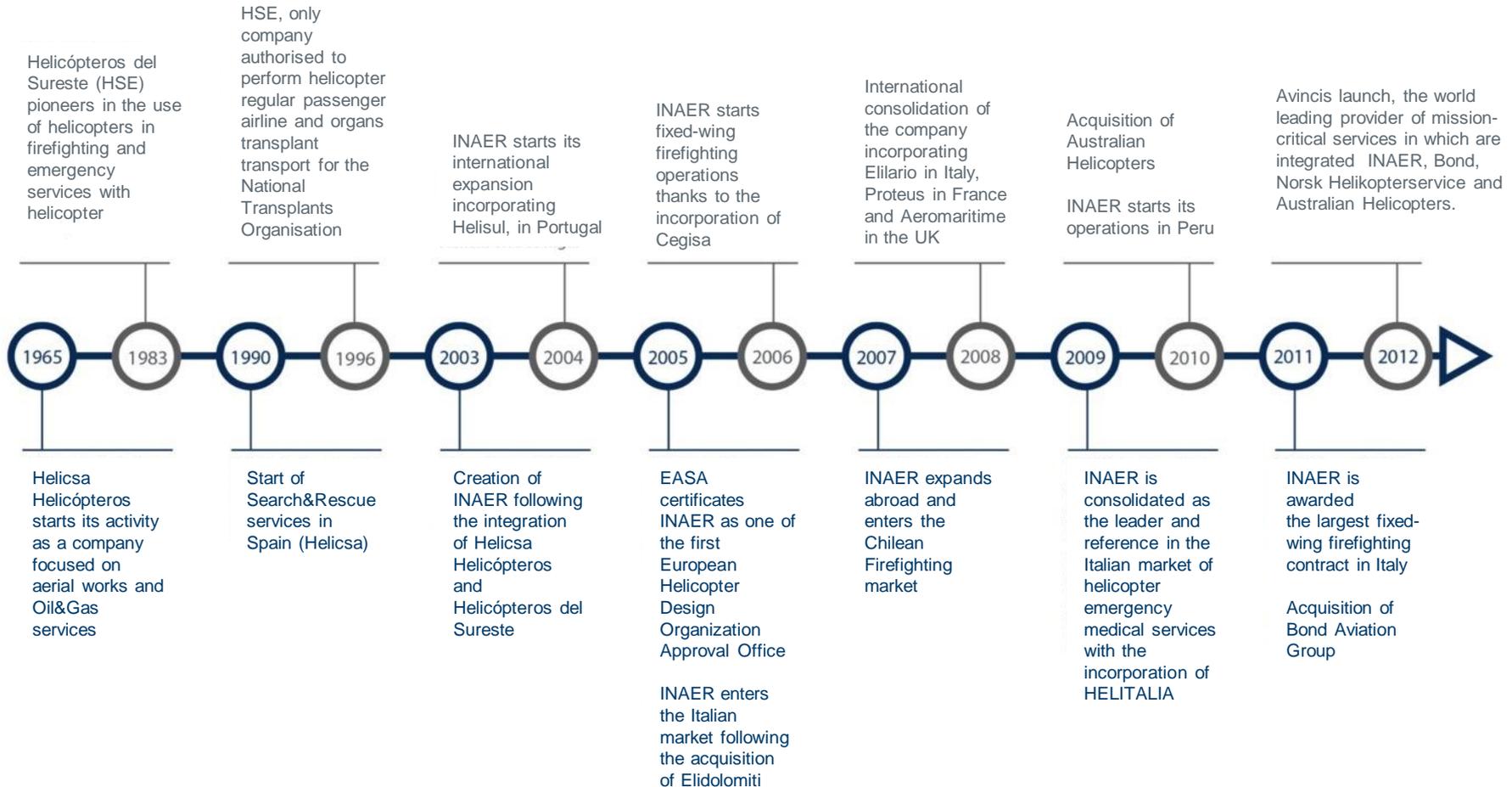
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A VIDEO IS WORTH ONE MILLION WORDS



INAER VIDEO

HISTORICAL MILESTONES



EMERGENCY MEDICAL SERVICES AND CIVIL PROTECTION



- First medical helicopter in Spain in 1986
- Inter-hospitals transfers
- Medical assistance and search and rescue operations
- H24 medical bases

MARITIME SEARCH AND RESCUE (SAR)



- Service since 1984
- Search and rescue at sea and mountain
- Fight against pollution of the sea Customs Surveillance Service
- Helicopters and airplanes fleet

FIRE FIGHTING



- Fire fighting
- Transport of teams of fire fighters
- Environmental protection
- Surveillance

FISHING SURVEILLANCE



- Conservation, protection and regulation of fishing resources in the national fishing grounds
- Helicopters and airplanes fleet

OIL & GAS



- Transport services for passengers, provisions and materials for oil & gas platforms
- Service since 1972
- Our clients include Repsol YPF, ENI, Shell, Saipen and Premier Oil, among others.

SPAIN



4 MAINTENANCE CENTRES
156 BASES



Up to 160 aircraft!

KEY STATISTICS 2012

37,480 Flying hours

8,200 EMS missions

5,300 Fire fighting operations

7,600 Saved lives at sea or mountains

MORE THAN 1,300 SPECIALISED EMPLOYEES

FLIGHT CREWS

INAER makes major investments in training to develop the most versatile and well-qualified team of pilots possible.



ENGINEERINGS AND TECHNICIANS

Qualified technicians are required to perform line maintenance shortly before and after flights.

Maintenance technicians are also required to perform periodic heavy maintenance involving dynamic components.



TECHNICAL CREW

Doctors and nurses, rescuers and technical crew members are part of the work teams that allow the company to carry out its operations efficiently.



The first
Helicopter
Services
company
with European
OHSAS 18001
Certification

IMPROVING THE SAFETY CULTURE



- “*The way we do things*”
- Get everyone to do what they should!
- Policies, Ops. Manuals, SOPs, AFM/RFM, checklists...
- Aircraft Maintenance Manuals, maintenance programs, job-cards...
- Checks, evaluations, double inspections...
- FDM, HUMS, GPWS, TCAS...
- Risk evaluations, investigations, hazard register...
- **But, is this enough for our operation?**



We need to win “hearts & minds”



- Safety needs to be a precondition, considered in every decision
- Objective: zero accidents
 - What's the option?
- Communication and training are the key
- Workshops with all personnel, given by managers and volunteers from several departments, not just from safety
- Collecting suggestions, and motivating their commitment
- SMS, CRM and Human Factors training for more groups, not just pilots and technical staff
- **TEAM WORK!**





**YOUR COCKPIT
YOUR DECISIONS**

It's a pilot's responsibility to manage risk at an acceptable level and keep their aircraft safe. If your decisions are being questioned, we are here to support you.
Call [+44 \(0\) 207 1234 567](tel:+442071234567)



**YOUR LIFE
COMES
FIRST**

The safety of you and your aircraft is our first priority this fire-fighting season. Make sure you're up to date with all SOPs and the latest safety circulars. Call [+44 \(0\) 207 1234 567](tel:+442071234567)



**BE SAFE
BE SUPPORTED**

We back pilots who make safe decisions. So make sure you're up to date with SOPs and the latest safety circulars. Need to talk?
Call [+44 \(0\) 207 1234 567](tel:+442071234567)



At INAER, Safety is our first thought, and MissionSafe describes our rigorous approach to Safety at every level of our business.



OBJECTIVE: ZERO ACCIDENTS

Operational Excellence is one of the most important ways for us to be competitive and deliver superior performance and value to our customers.

The highest standards of safety and compliance are at the core of operational excellence. We will only achieve excellence when our safety performance is at the highest level.

Put simply, whether we work in an office, a hangar or a cockpit, every one of us has to be safe and compliant at all times. Our objective is Zero Accidents.

A CULTURE OF SAFETY, FROM BOARDROOM TO COCKPIT

The success of a business like ours depends on our people. No two days are the same. No two missions are the same.

Wherever we work in the Avincis Group, our behaviour and the decisions we make are governed by three key words.

SAFETY

Safety is fully integrated into our thinking, from Group Strategy level to daily operations. We commit ourselves to setting the global benchmark Safety standards for our industry, and we never forget that Safety is the single most important aspect of all our work. If it's not safe, we don't do it.

INTEGRITY

Our customers can expect us to act with honesty and courage, openness and transparency, and show resilience and responsibility. Practically, it also means creating operating systems with the integrity to work consistently.

MISSION

We focused on our mission at every level of our Group, clear about our goals and how to achieve them. We make sure that whatever they do, our people are trained, supported and resourced to succeed.

- Need to have several reporting channels, for everyone
- User friendly
- Training on what and how to report
- Allowing really anonymous reports
- Not underestimating “small issues”
- Not forgetting about those issues that are rarely mentioned

OBJETIVO:
CERO
ACCIDENTES



Para reportar al Grupo asuntos de seguridad de forma confidencial, llama a:
900 944 401
o email: avincis@expolink.co.uk

Para obtener ayuda localmente y notificar, llama a:
Operaciones: 965900129
Mantenimiento: 965900128
Seguridad: 965900127
Email: MissionSafeSpain@avincisgroup.com

Safety Culture:  Characteristics 	<i>Poor</i>	<i>Bureaucratic</i>	<i>Positive</i>
Hazard information is:	Suppressed	Ignored	Actively sought
Safety messengers are:	Discouraged or punished	Tolerated	Trained and encouraged
Responsibility for safety is:	Avoided	Fragmented	Shared
Dissemination of safety information is:	Discouraged	Allowed but discouraged	Rewarded
Failures lead to:	Cover-ups	Local fixes	Inquiries and systemic reform
New ideas are:	Crushed	Considered as new problems (not opportunities)	Welcomed



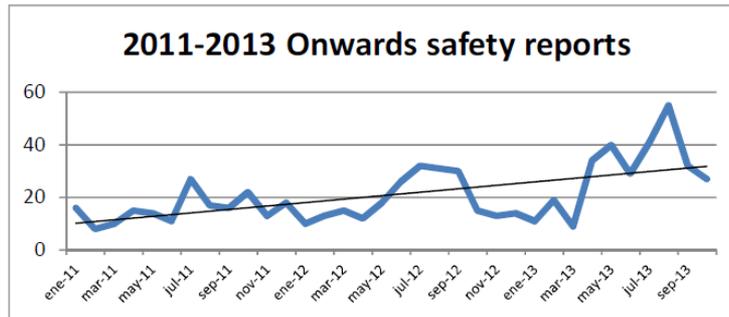
- You get this safety report: “*Please update GPS.*”
What do you do?
 - A: According to your probability / severity evaluation, you archive the report for future reference, as there are other navigation systems available and GPS is not mandatory for this operation
 - B: You thank her for the report, and tell her that you’ve forwarded the request to the Engineering Department
 - C: You call the reporter, and find out that she’s worried because in a few months she’ll have to fly again in a foreign country, near military zones where the least you can get is a fine for overflying, and last year the GPS had no map for that country. Then you make sure they get it right next time
 - D: All or none of the above depending on time and resources

SAFETY REPORTING POSTERS



“NOTIFICACIONES” BOLETÍN SMS INAER ESPAÑA

BOLETÍN Nº:3 PUBLICACIÓN TRIMESTRAL NOVIEMBRE 2013



EN ESTE NÚMERO

- P.1 VIAJES Y RIESGOS DE FATIGA
- P.2 EMPERIA QUEZA
- P.2 ESTANDARIZACIÓN DE INSTRUCCIONES
- P.3 INTENCIONADAMENTE...

FEEDBACK!

Viajes y riesgos de fatiga

(Notificación en la que un piloto nos narra un largo viaje desde EEUU tras un vuelo de 15 horas de vuelo transoceánico + 1 hora y 55 minutos de escala en Madrid + 1 hora y diez minutos de vuelo nacional + 40 minutos de trámites en aeropuerto + 6 horas de estancia en mi domicilio + 2 horas 15 minutos de viaje en coche a la base (250 km)).

(Respuesta) En la base de datos de SO tenemos reportados varios casos similares, relacionados a inadecuadas combinaciones de tiempos de viaje y entrada en actividad. Suelen estar relacionados con una complicación en la

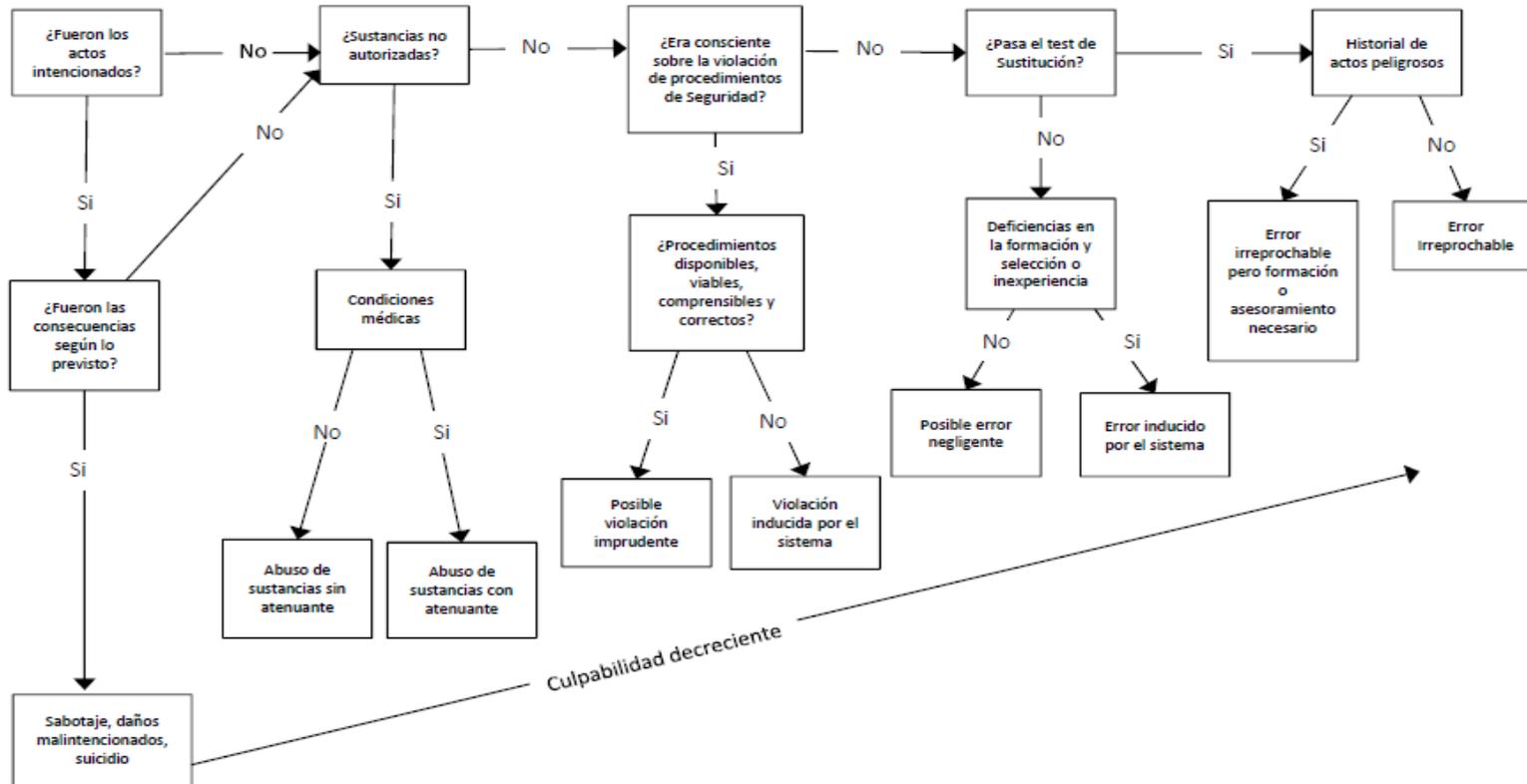
- Gratitude for those who report a mistake



- Sanctions for those who commit a violation

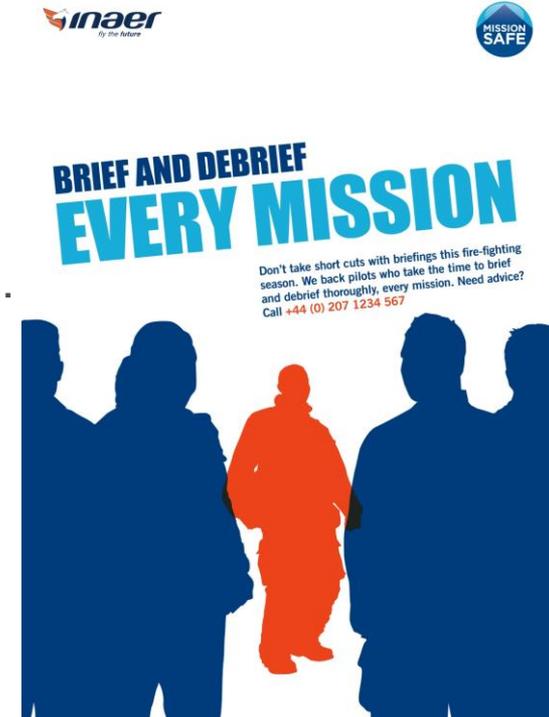


• Translating useful material...



JAMES REASON. ESQUEMA DE DECISIONES PARA DETERMINAR LA CULPABILIDAD DE ACTOS INSEGUROS

- AIR OPS vs. Aerial Works regulations...
- Explaining how legislation is developed and why
- Making sure manuals indicate what, who, how, when...
- Tests about manuals contents
- Promoting and rewarding best practices

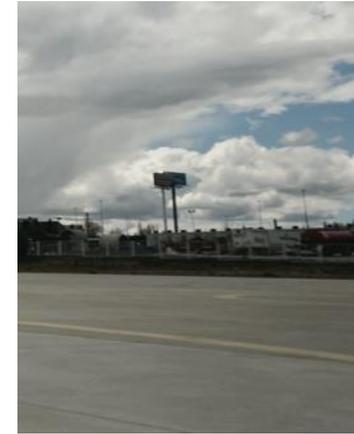


- Let's think about it!



Social Media Landscape 2013





OUR MISSION: TO SAVE LIVES, PROTECT THE ENVIRONMENT
AND SAFELY TRANSPORT MISSION CRITICAL PEOPLE AND ASSETS



THANK YOU

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