



Tim Glasspool

# Joint Operator Safety Review



# Bristow Group's Commitment

Bristow Group's commitment is to

- Bring home safely each night the passengers entrusted to our care.
- Contribute to our industry's efforts to share best practices to prevent similar incidents in the future.
- Support the oil and gas industry, regulators, and other parties collaborating to ensure the safety and protection of offshore workers and continued success of the offshore industry.

# Current Environment in the UK

- Recent accidents in relatively close succession have created passenger concern about helicopter transport.
- Not restricted to helicopter types or operators involved, but encompasses the entire industry.
- Focus of media outlets in the UK and northeast Scotland now on any helicopter-related issue.

**Calls for death crash helicopter ban to be lifted**  
Black box from ditched aircraft found

**Workers 'still wary of copters'**

**'Copter error alert sparks new safety scare'**

**Oil workers 'don't trust copter after ditchings'**

**Union demands immediate action on helicopter safety**

# Current Investigations and Reviews

- AAIB investigation of the accidents
- CAA safety review
- Parliamentary Transport Select Committee review
- Operators' Joint Operator Safety Review
  - Initial focus is on the operational aspects of these accidents
  - Review will broaden to encompass the technical and maintenance issues at a later date
  - Intent is to close any gaps and share learnings across the industry

# The Joint Operator Safety Review

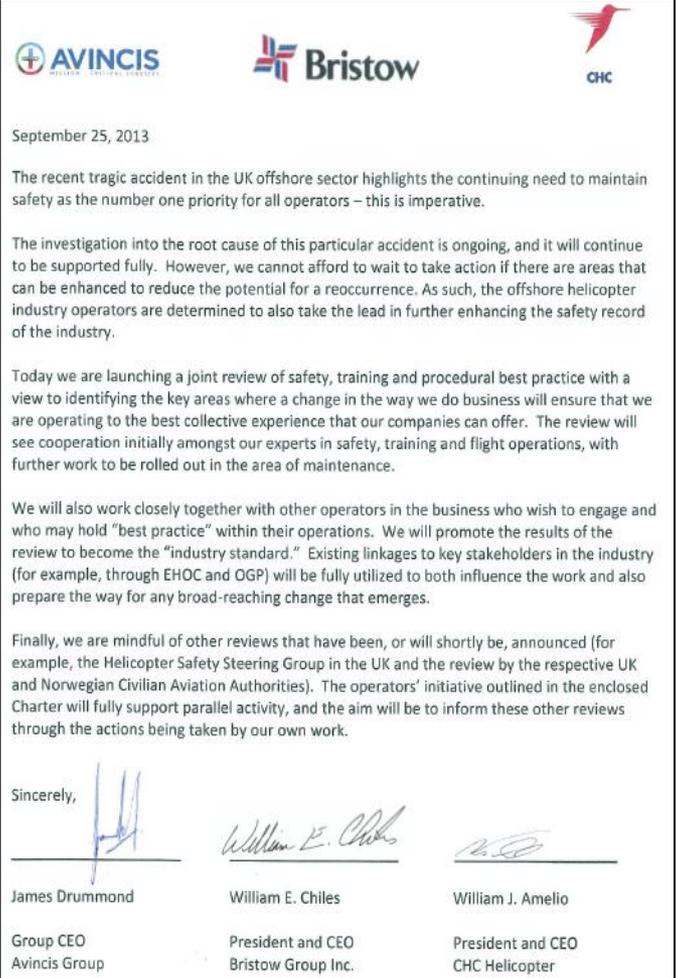
Three main operators aligned on one shared aim:

- To identify best practice and deepen their commitment to consistently operate at the highest possible level of safety.
- Involves Flight Ops, Training and S&Q reps
  - Will bring in external expertise as required
  - Will involve other operators to broaden input and standardization

The review will include:

Automation  
Training  
Manufacturing Excellence  
Human Factors  
Information Exchange  
Safety Communication

Bristow Group President and CEO Bill Chiles said, **“By sharing best practices, we can effectively enhance safety for our clients and our crews. This initiative will combine the expertise and talents within our industry and will complement and fully support the work being done by HSSG and broader industry forums to identify best-in-class technologies, processes, procedures and training to meet the objectives of achieving better safety performance.”**



The image shows a formal letter from the joint operators. At the top, the logos for AVINCIS, Bristow, and CHC are displayed. The date is September 25, 2013. The letter discusses a recent tragic accident in the UK offshore sector and the need to maintain safety as the top priority. It mentions that an investigation into the root cause is ongoing and that the operators are committed to enhancing safety. The letter also states that a joint review of safety, training, and procedural best practice is being launched, with the goal of identifying key areas for improvement. It notes that the review will be supported by the collective experience of the operators and that cooperation will be essential. The letter concludes by stating that the operators will work closely with other operators in the business who wish to engage and who may hold "best practice" within their operations. The letter is signed by James Drummond, William E. Chiles, and William J. Amelio.

September 25, 2013

The recent tragic accident in the UK offshore sector highlights the continuing need to maintain safety as the number one priority for all operators – this is imperative.

The investigation into the root cause of this particular accident is ongoing, and it will continue to be supported fully. However, we cannot afford to wait to take action if there are areas that can be enhanced to reduce the potential for a recurrence. As such, the offshore helicopter industry operators are determined to also take the lead in further enhancing the safety record of the industry.

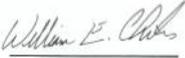
Today we are launching a joint review of safety, training and procedural best practice with a view to identifying the key areas where a change in the way we do business will ensure that we are operating to the best collective experience that our companies can offer. The review will see cooperation initially amongst our experts in safety, training and flight operations, with further work to be rolled out in the area of maintenance.

We will also work closely together with other operators in the business who wish to engage and who may hold “best practice” within their operations. We will promote the results of the review to become the “industry standard.” Existing linkages to key stakeholders in the industry (for example, through EHOC and OGP) will be fully utilized to both influence the work and also prepare the way for any broad-reaching change that emerges.

Finally, we are mindful of other reviews that have been, or will shortly be, announced (for example, the Helicopter Safety Steering Group in the UK and the review by the respective UK and Norwegian Civilian Aviation Authorities). The operators’ initiative outlined in the enclosed Charter will fully support parallel activity, and the aim will be to inform these other reviews through the actions being taken by our own work.

Sincerely,

  
James Drummond  
Group CEO  
Avincis Group

  
William E. Chiles  
President and CEO  
Bristow Group Inc.

  
William J. Amelio  
President and CEO  
CHC Helicopter

# Participating in the Joint Operators Review

## Avincis

- Simon Stewart - Group Safety Director
- Simon Harlow – Bond Offshore Test Pilot

## Bristow

- Steve Predmore – VP and Chief Safety Officer
- Tim Rolfe – Director, Global Standards
- Russell Gould – Global Fleet Support Manager
- Mark Prior – Global Flight Standards Manager
- John Cloggie – VP and Chief Technical Officer
- Tim Glasspool – Head of Flight Operations (Europe)

## CHC

- Duncan Trapp – VP Safety & Quality
- Scott Carmichael – Eurocopter Fleet Team Leader
- De Jansen – Director, Flight Operations and Standards
- Steve Fincken – Manager, Crew Training

# Joint Operators Review -- Workstreams

## Automation

- OEM Flight Manual Guidance
- Training Provider Standards
- Automation Handling
- Automation Concepts



## Monitoring

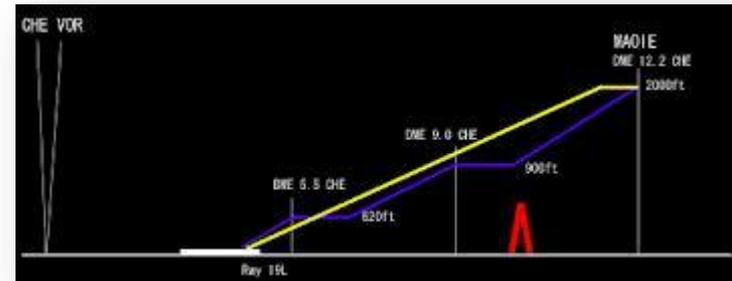
- Pilot Monitoring Skills
- Standards and Assessment
- Threat and Error Management
- CRM



# Joint Operators Review -- Workstreams

## Stabilised Approach

- Definition
- Use of HFDM
- CDFA
- EGPWS



## Information Exchange

- Effective communication across industry

## Oil and Gas Standards

- OGP-ASC Aviation Management Guidelines
- Audits



# The Way Ahead

- Short-term goals have been defined
- Output will be shared in phases to facilitate discussion on improvement and adoption of best practice
  - CEOs of Bristow, Avincis and CHC
  - OEMs, regulators and clients
  - Wider helicopter transport industry
- Longer term goals will be defined to drive the helicopter industry towards significant improvements in safety performance.



# QUESTIONS?



ZERO ACCIDENTS / ZERO DOWNTIME / ZERO COMPLAINTS

