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# Believing in Safety

## Babcock MCS España

December 2017 – Miguel van Leeuwen García

# **Warning:**

**This presentation is actually a **test**.**

**It includes questions!**

**“Food for thought” (no need to answer).**

**Thank you for your attention.**



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*“El 98% de la gente no ha montado en helicóptero, ni falta que les hace”.*

*“98% of people have never flown in a helicopter, and they need not to”.*



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Are you or you in the other 2%?

*We are here to help you!*

Note: one day you may need to be transported by helicopter.



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# Babcock International - at a glance

The UK's  
**leading**  
engineering  
support  
services  
organisation

Headquartered in  
**London**

Delivering circa  
**600** services  
across  
five continents

Employing a  
workforce of  
over  
**35,000**  
skilled  
personnel

Annual revenue over  
**£4.8 billion**

Order book  
circa  
**£20 billion**

Established  
in **1891**

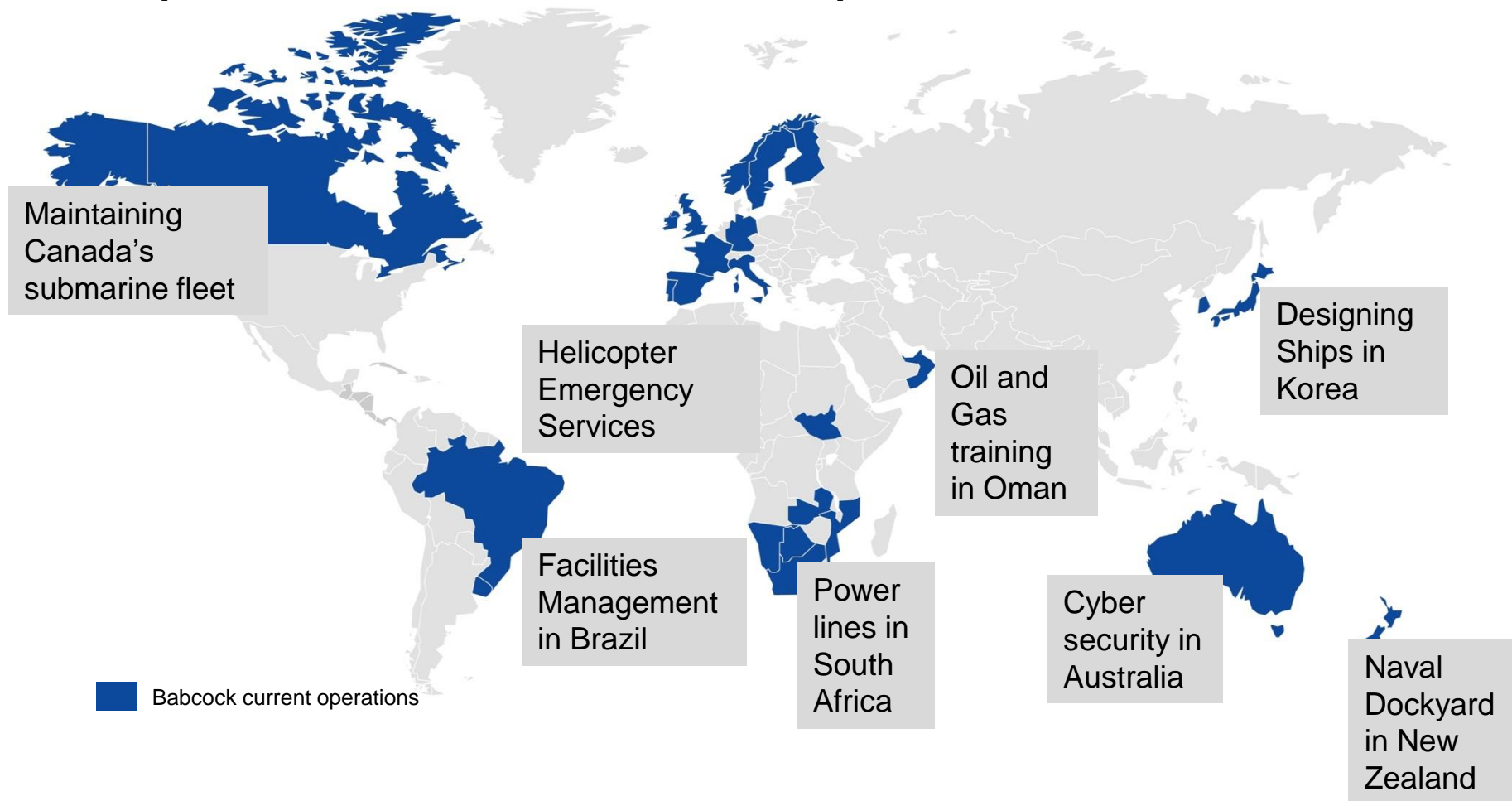
**FTSE 100**  
company listed on  
London Stock  
Exchange



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# Strengthening our international presence

## Examples of some current international operations





EMERGENCY SERVICES



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## We're there when you need us....

....to provide lifesaving search and rescue flights and operations to safeguard our environment.

Almost

**60,000**

emergency medical missions

More than

**1,400**

rescues at sea or on mountains

Flying over

**132,000**

hours per year

Over

**50  
years'**

experience saving  
lives and  
protecting  
the environment

Around **400** aircraft

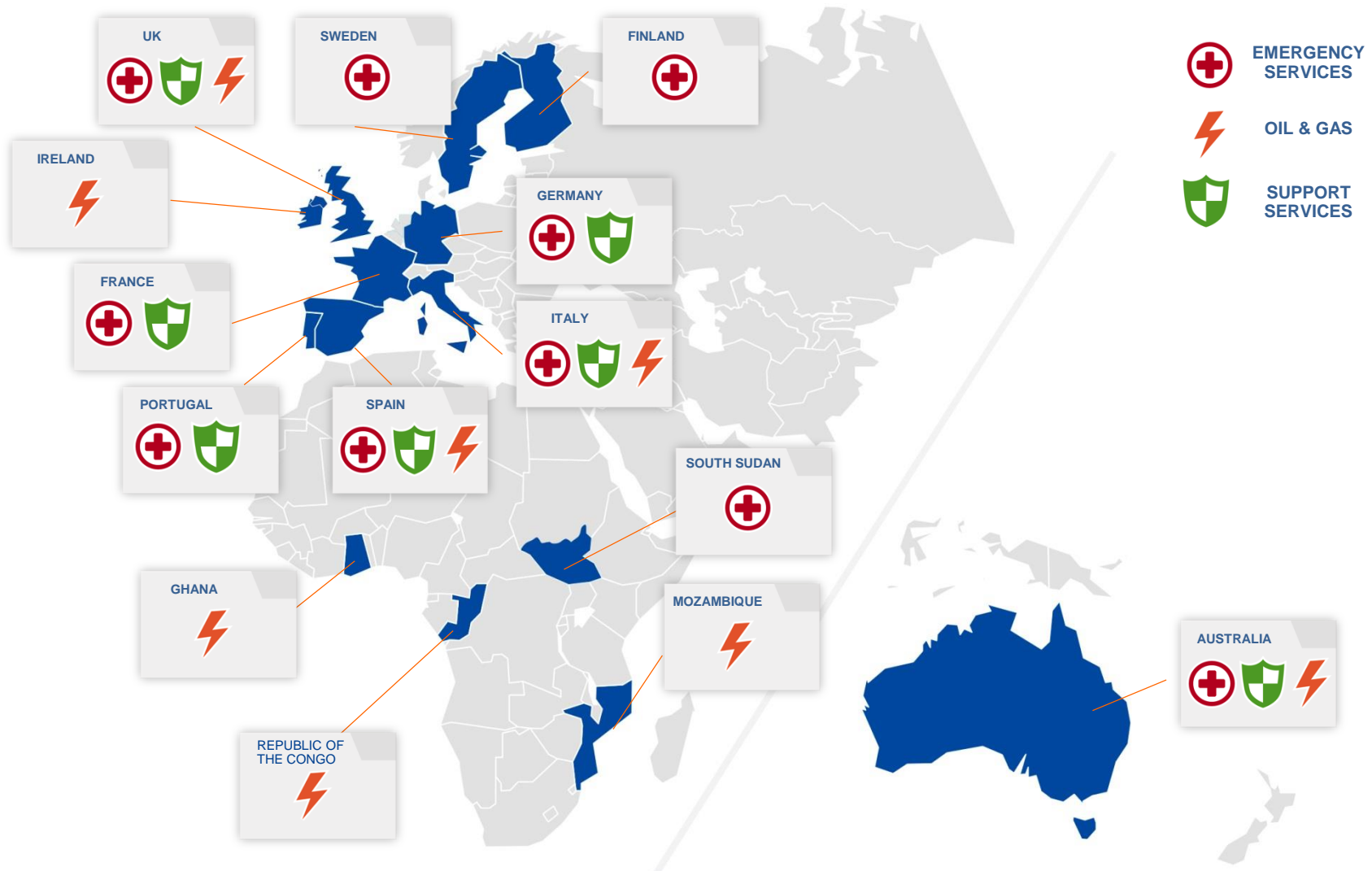
**6,200**

Firefighting operations in  
Spain, Italy, Portugal and  
Australia

# Providing critical support to customers' operations around the world



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- **1,197** employees
- **139** bases
- **Over 150** operated aircraft



# Our lines of business



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**EMERGENCY  
MEDICAL SERVICES**



**SEARCH  
& RESCUE**



**OIL & GAS**



**FIRE FIGHTING**



**SURVEILLANCE**



**SUPPORT SERVICES**



**TRAINING**



**DESIGN AND  
COMPLETIONS**

# Delivering complex, mission critical support services



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**Highly-trained  
Professionals**



**Managing critical  
Assets**



**Delivering Complex  
Services**





# So, how safe is flying helicopters?

- Helicopters do defy **gravity**, have dangerous **blades**, and operate with many liters of **fuel**.
- That's why we need strong “**Safety Management Systems**” to design, operate and maintain them.
- And please remember that more fatal accidents happen driving or going up and down stairs than in helicopters.



# The common element: humans

- **Machines do not make mistakes. (But no machine is as amazing as a human).**
- ***“Culture eats strategy for breakfast”.***
- **Consistency in training, related communication, support, and the right decisions, is needed to maintain the right safety culture.**



# Our Guiding Principles



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# Safety: expectations and behaviours



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We ask each other

Our commitment to you

We share to learn and improve



# Multiple choice question #1:

**From 2000 to 2012, the group of operators that now form Babcock MCS España (formerly INAER Spain), had an average of 3 accidents (ICAO definition) per year.**

**In December 2013, at the 7th Rotorcraft Symposium, we explained our “zero accidents” goal.**

**How long did we maintain that goal?**

- a) About 3 years.**
- b) About 3 months.**
- c) About 3 weeks.**

**C – Accident on the 20th of December 2013... BUT since then ZERO accidents for more than 160,000 flight hours.**





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# Wires...



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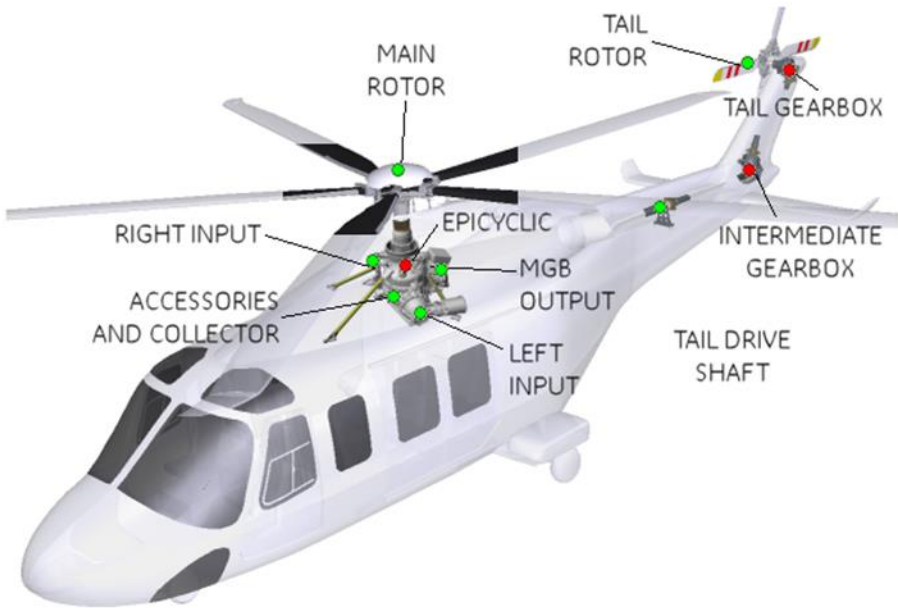
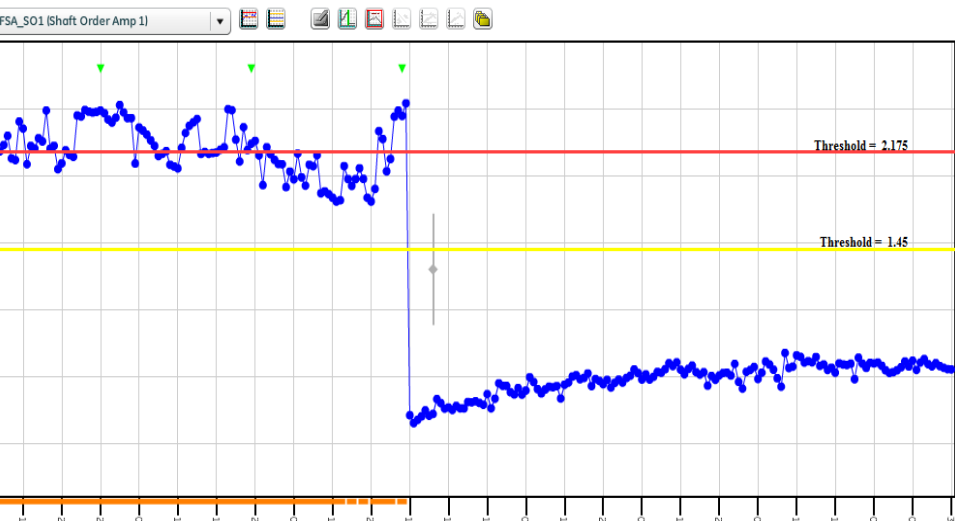
# Birds...



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# Failures and errors...



Bloc		Times		Cycles				Touch	T	/h	Tend	S		PC	Type
Start	End	Funct.	Tech.	N1 1	N1 2	N2 1	N2 2					M	P		
17 13:04	13:46	0h43	0h38	0.42	0.48	0.98	1.00	1	119	188	Detail				Flight
17 11:49	12:27	0h38	0h33	0.41	0.47	0.99	1.00	1	84	153	Detail				Flight
17 10:57	11:24	0h27	0h23	0.33	0.36	0.99	1.00	1	70	183	Detail				Flight
17 09:22	09:57	0h34	0h31	0.29	0.33	0.98	0.98	1	82	159	Detail				Flight
17 09:19	09:27	0h08	0h05	0.27	0.31	0.98	0.99	1	6	72	Detail				Flight
17 08:45	08:52	0h07	0h04	0.24	0.28	0.98	0.98	1	5	75	Detail				Flight
17 08:03	08:13	0h10	0h06	0.29	0.35	1.02	1.03	1	17	170	Detail				Flight
17 15:36	16:07	0h32	0h27	0.30	0.34	0.98	0.98	2	75	167	Detail				Flight
17 14:34	15:07	0h33	0h27	0.48	0.52	0.99	0.99	1	82	182	Detail				Flight
17 13:08	13:46	0h37	0h30	0.34	0.41	0.98	0.98	1	93	186	Detail				Flight
17 13:07	13:15	0h08	0h04	0.24	0.29	0.97	0.97	1	9	135	Detail				Flight
17 12:11	12:39	0h29	0h26	0.40	0.45	0.99	0.99	1	74	171	Detail				Flight
17 11:07	11:36	0h29	0h26	0.30	0.34	1.02	1.02	1	74	171	Detail				Flight
17 10:18	10:36	0h19	0h15	0.33	0.38	0.98	0.99	1	42	168	Detail				Flight
17 09:20	09:38	0h17	0h14	0.27	0.31	0.99	0.99	1	37	159	Detail				Flight

# Lighting strikes...



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# FOD...



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# Decisions...



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# Do you see the differences?



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# And now, do you see the differences?



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## BOMBERS ALACANT DIPU

@BombersAlacant

Twitter no oficial

Alicante, Comunidad Valenciana

[consorcioalicante.es](http://consorcioalicante.es)

Se uni3 en agosto de 2016



**BOMBERS ALACANT DIPU**

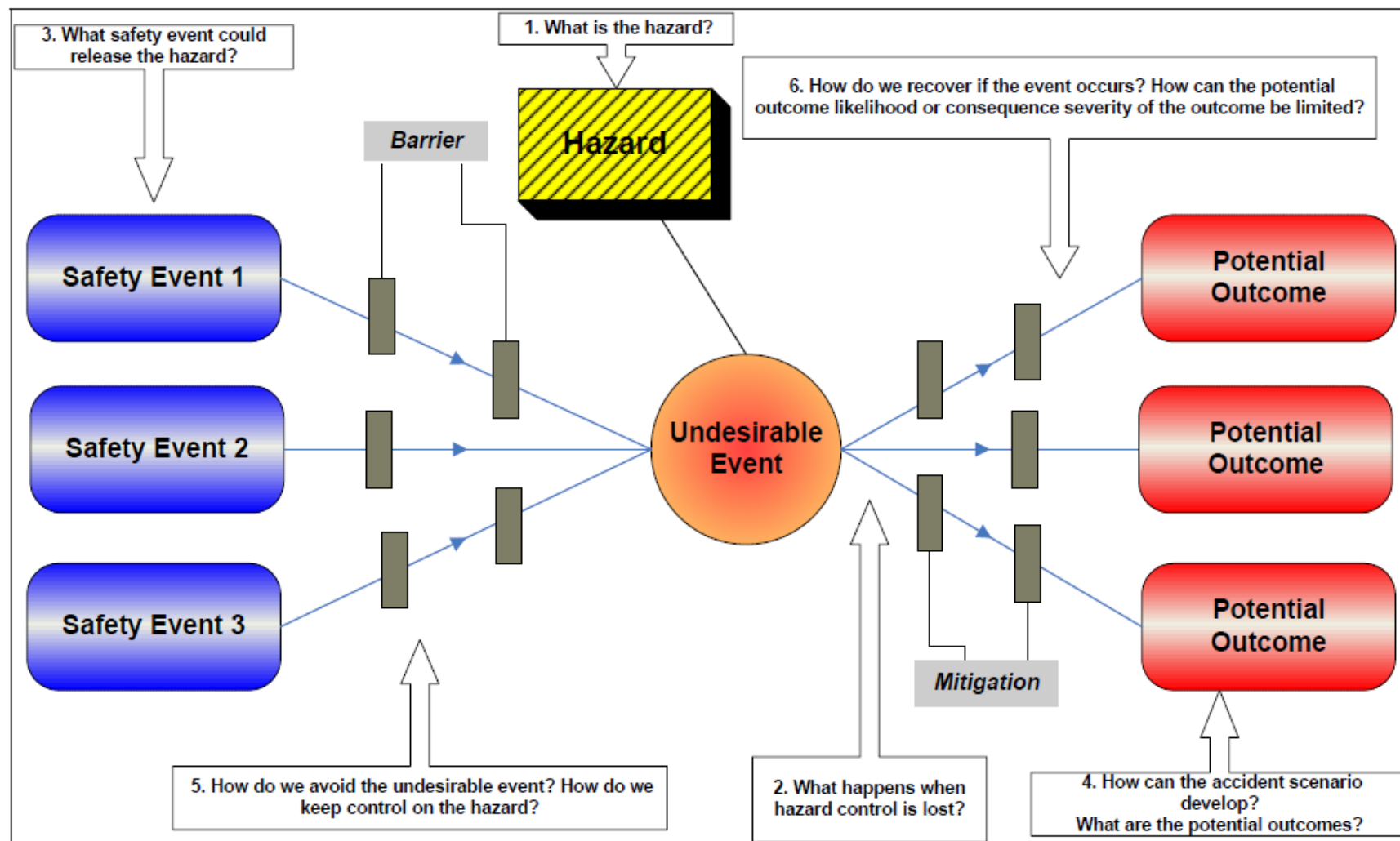
@BombersAlacant

Seguir

Imágenes de [@BomberosDipuALC](https://twitter.com/BomberosDipuALC)  
transportando helic3ptero accidentado en  
[#Pego](#) [#Rescate](#)



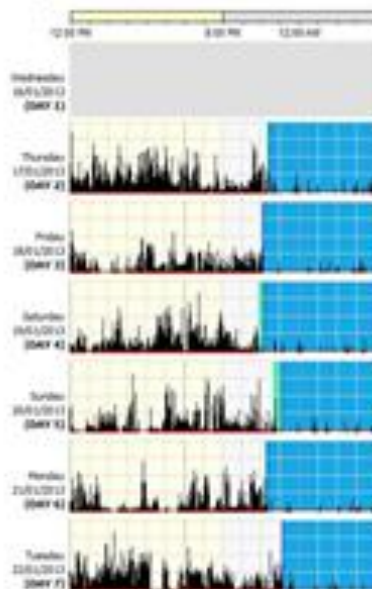
# Multiple choice question #3:



## Multiple choice question #4:

**You are working for an EASA operator, so your maximum daily duty is (considering applicable exceptions):**

- a) 12 h
- b) 14 h
- c) 15 h
- d) All of them
- e) I don't know
- f) Never, I am not performing a "critical task"...
- g) What are you talking about? I am a director working on the budget for next year on a Saturday...



of my  
ed yet...

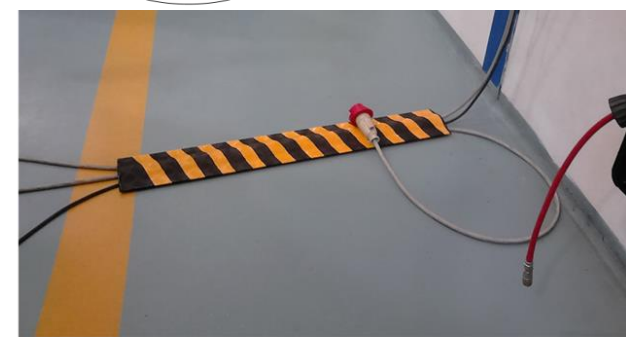
r



# Safety Culture is everywhere



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# Integrated Safety Management System



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- **Aeronautical Safety Management**
- **Occupational Health & Safety**
- **Environmental Management**
- **Compliance Monitoring / Quality**
- **Emergency Response**







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## 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 our operational excellence. We will only achieve excellence when our safety performance is at the highest level.

Wherever we work in Babcock, our behaviour and the decisions we make are governed by our mission, vision and values as a



Put simply, whether we are in an office, a hangar or a cockpit, one of us has to be safe and compliant at all times.



# C.R.M





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# **LEADERSHIP AND TEAMWORK ARE NEEDED TO IMPROVE SAFETY CULTURE**



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*“If you think safety is expensive,  
try an accident”.*

Absolute safety is no accidents, no incidents, no delays, no mistakes, no complaints...

*“An acceptable level of safety”* must be profitable; an unacceptable one, not.



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Thank you for your





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