SAFETY IN THE CONTRACT AVIATION ENVIRONMENT

CONTRACTED OPERATIONS

TAIWAN MIKE HALL 6 NOV2019







Mike Hall – Commercial Director Helicopter Leasing and Operations - Airwork Group, New Zealand.

Airwork key business units are

- Boeing 737 and 757 freight operations and leasing 39 units
- Helicopter operations and leasing approx. 60 units
- MRO, design, manufacturing and overhaul

Commercial Director working around the globe in our leasing and operating and current ATP A and ATP H





Global Helicopter and Fixed Wing Capability







Contract Aviation



Contract Aviation - Specific contracts for the provision of aviation services

- Generally singular customer
- Examples are Humanitarian, Mining Contracts, EMS,
- Issues varied
 - often remote unknown countries with poor comms
 - cross border tax, politics, corruption, rebel forces, wildlife, disease
 - short notice, poor infrastructure, little local support
 - third parties involved intermediaries, agents,
 - contract staff pilots, engineers, ground staff
 - lack of ATC, separation and drones
 - different standards creating contract and safety risk
- Benefits
 - we know if we have an economic load before we starts
 - single customer

I am working on 3 at the moment – Indonesia, West Africa and South America. Biggest issue by far - agreed operational ⁴ standards and knowledge.







Different Safety Picture to Fixed Wing

- Fixed Wing Airline operations are passenger focused, generally have large supporting infrastructure, preplanned/ regular routing, the loads and environment repeat.
- Humanitarian operations are short notice deployments, completely new countries, poor infrastructure, little supporting infrastructure and random payload.



VS



Fixed Wing





- In March 2019 one of the worst tropical cyclones on record to affect Africa and the Southern Hemisphere.
- Idai is the second-deadliest tropical cyclone recorded in the South-West Indian Ocean Basin behind only the 1892 Mauritius Cyclone.
- Idai originated from a tropical depression and lasted 17 days reaching peak intensity of 195 km/h (120 mph) and min
 pressure of 940hpa on 15 March,
- In Madagascar, Mozambique, Malawi and Zimbabwe, well over 1,000 people killed and affected more than 3 million others.





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How do the parties around us influence the safe operations in particular countries = Threats

- Government
- Military
- Facility Owners
- Corruption
- Terrorist Groups
- Hostile Citizens (to "new" foreigners)
- Culture (i.e. language barrier, greeting traditions etc.)

How do the actions of our customer affect us = Threats

- Audits ensure all operators operate at agreed standard on site NO
- Passenger Safety is at the forefront of all Contracting Organisations NO
- Price comes behind safety Not for some
- All Aviation Advisers placed in the field are highly talented NO
- Contract's are adhered to by the customer including all required logistics NO
- Customer knows what they want done and where NO
- Trained and Experienced Ground Handling Personnel NO
- Customer understand importance of maintenance NO







What tools do we have that allow us to manage operations in a safe and efficient manner;

- Standardisation
 - SMS processes and tools for safety programme
 - SOP's and manuals
- Intensive analysis of the contract covering over 200 individual areas
 - Customer, track record, agreed standards e.g. BARS
 - Role requirements and equipment
 - Risk full operating safety risk review
 - Change management how does this affect our company
 - Full country analysis
 - Survivability health
 - Sustainability food, accom, rotations, crew,
 - Serviceability parts, aircraft, freight, maintenance,
 - Logistics
 - Communications
 - Contract Reporting
- A lot of organisations don't understand risk





Certification Management



We try to cover everything in house to ensure standards- invest in your capability

Regulator:	Certificate for:
European Aviation Safety Agency (EASA)	
Federal Aviation Administration (FAA)	
Transport Canada (TC) via Limited Maintenance Approval Bilateral	
Civil Aviation Authority of New Zealand (CAANZ)	
Civil Aviation Safety Authority of Papua New Guinea (CASAPNG)	Maintenance
Civil Aviation Authority of Nepal (CAAN)	
Directorate General of Civil Aviation (DGCA Indonesia)	
Civil Aviation Authority of the Cayman Islands (CAACI)	
South Africa Civil Aviation Authority (SACAA)	
Civil Aviation Authority of New Zealand (CAANZ)	Supply
Civil Aviation Authority of New Zealand (CAANZ)	Training
Civil Aviation Authority of New Zealand (CAANZ)	Design
Civil Aviation Authority of New Zealand (CAANZ)	Manufacturing
Civil Aviation Safety Authority of Papua New Guinea (CASAPNG)	Design



Industry Standards



The role of Industry Standards is critical. Operators can tap into standards and external safety data to improve their operations;

- Standards provide a baseline for crew
- Provide baseline for customer and reduce contractual disputes
- Set contractual expectations before we even get to site
- Levels operating standards on site between operators
- Reduces cultural difference

Are Industry Standards easy to subscribe to

- Different industry bodies e.g. Flight Safety (BARS), WFP, Helioffshore, clients
- Provide baseline









72nd annual INTERNATIONAL AIR SAFETY SUMMIT

CONCLUSION

- Safety is not always a priority, though it is said it is
- > Need to have risk filters before getting to site
- Not all customers are equal
- We need agreed industry standard BARS?