

In September 2013, the United Kingdom's three main helicopter service operators, Bond Offshore Helicopters (part of the Avincis Group), Bristow Helicopters Limited and CHC Helicopter, established a Joint Operators Review (JOR) Working Group:

The Group has a mandate from each operator's CEO to share best practice and to identify, recommend and drive further safety improvements.



Once the priority work is complete, the Group will consider the benefits of increasing further the engagement with helicopter manufacturers (or Original Equipment Manufacturers - OEMs), oil and gas customers, regulators and others so that together we can continue to raise standards.



Resources have been offered by a number of other helicopter operators and their representatives are being engaged in JOR sub-groups.

The Working Group has an action plan with five workstreams and these are described on the following pages. Some improvements can be made quickly and others require a long-term view and cooperation from customers and other stakeholders to realise gains.

Where change is required or recommended, we will work closely to ensure a clear understanding of the safety benefits.

Future communication will be posted on the websites of EHOC, OGP and Step Change in Safety – links are below. The JOR will also present updates at key industry events in 2014, such as HAI in February and the EHOC Annual General Meeting in May 2014.

<http://www.eurohoc.org/jor.php>

<http://www.ogp.org.uk/>

<http://www.stepchangeinsafety.net/about/JointOperatorsReview.cfm>



CHC

JOR WORKSTREAMS

The areas of focus, as stated in a 'terms of reference' letter signed by the CEOs of the three operators, are:

Automation

- Improve guidance for crews on current use of automation;
- Review and enhance flight manual guidance: JOR has engaged the four main OEMs (Agusta-Westland, Bell, Eurocopter, and Sikorsky) to review and enhance future guidance on training and use of automation.

Training

- All operators have approved programmes that include Cockpit Resource Management (CRM) and training on Human Factors and Threat & Error Management. The JOR is working together and with third party experts to establish a 'best in class' training programme;
- Although not mandated by regulations, each JOR operator runs customer-audited Helicopter Flight Data Monitoring (HFDM) programmes. The JOR is sharing best practice and promoting more effective use via the North Sea HDFM Working Group;
- Stabilized Approaches: the JOR is identifying new methods of monitoring a helicopter's energy management during onshore and offshore approaches in support of developing stabilized approach criteria.
- We are working to adopt a Line Orientated Safety Audit (LOSA)-style programme. Based on the fixed-wing model, trained observers (separate from the operating crew) assess flights for procedural compliance and crew cooperation. The LOSA programme will begin initially in training situations, and we will need to work with O&G customers to access operational flights as well. This is an area where we will need customer cooperation to deliver this improvement.
- Establishing research on advanced techniques associated with pilot monitoring.

Manufacturing

- Enhance understanding of original automation software logic, from design to operational frontline, by connecting a team of technical pilots for each aircraft type from each operator with test pilot counterparts within each OEM.
- Improve consistency of data available to third party training providers by strengthening the link between OEMs, operators and training providers to enhance the quality of training on automation.
- Continue to strengthen the use of HUMS data. Much has been done in the past and this work is informing how best to use HUMS technology, including emerging Advanced Anomaly Detection systems and potential real-time data links in support of safety improvement.

Safety Information

- Establish an Information Exchange network to facilitate timely, effective exchange of safety-related information between OEMs, operators and, ultimately, O&G Aviation Advisors. Protocols will be developed to identify when, how and to where information is shared and used.
- Review how the industry adopts standard practices and procedures from O&G customers and highlight where differences or overlaps impinge on safety.
- Develop and propose improvements to processes relating to the current customer audit programmes. Potential areas for improvement include a move to a single set of high standards and more common audit processes to improve clarity and reduce complexity.
- A review will take place of existing policies in areas such as carriage of outsize passengers, Helicopter Underwater Escape Training, and the carriage of Short Term Air Supply Systems/Helicopter Underwater Emergency Breathing Apparatus.

Emergency Response

- Improve effectiveness of emergency response, including communication with industry and cross-industry cooperation in response to incidents.

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