



# Heli-One Poland Safety Management System

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**Heli-One** 



Heli-One is part of the CHC Helicopter, the world-leading helicopter service company with 75 years of experience.

Decades of expertise and excellent, long-standing relationships with leading global helicopter manufacturers make Heli-One the premier rotor wing MRO solution.



# Supported Industries

Heli-One



Air Medical

Oil & Gas

Military

Tourism

Law Enforcement

Heavy Lift

Search & Rescue



Our solutions at a glance - customizable to unique organizational requirements

MAINTENANCE  
REPAIR  
OVERHAUL

SUPPORT  
&  
SERVICES

DESIGN  
PART 21

AIRWORTHINESS  
PART CAMO

Traditional  
maintenance  
services performed  
with Safety &  
Quality excellence

Best-in class  
systems &  
processes, fine-  
tuned to support  
cost optimization

Experienced team  
with a deep  
portfolio and focus  
on customization  
across aircraft types  
and missions

Full Continuing  
Airworthiness  
services delivering  
compliance,  
reliability, and  
asset cost-benefits

# Global MRO Support Network



# Heli-One Poland - facility



- Opened in 2014
- Utilizing the latest in LEAN design principles & efficient technology
- 4 Maintenance Bays
- Dedicated Paint Bay
- Back-office space



# Heli-One Poland - capability



	<b>Airbus AS332</b>	<b>Airbus H225</b>	<b>Leonardo AW139</b>	<b>Sikorsky S-92</b>	<b>Sikorsky S-76</b>	<b>Bell 407</b>
<b>Part 145</b>	X	X	X	X		
<b>Part CAMO</b>		X	X	X	X	X



# Safety Management System

For to better understand what a SMS is, and how it applies to 'what we do'.

<b>The SMS framework</b>		
<b>Components</b>	<b>SMS elements</b>	<b>Life saving rules</b>
Safety policy and objectives	Management commitment and responsibilities	Driving
	Safety accountabilities	Use appropriate PPE
	Appointment of key safety personnel	Safe mechanical lifting
	Coordination of emergency response planning	Line of fire
	SMS documentation	Confine space
Safety risk management	Hazard identification	Working at height
	Risk assessment and mitigation	Energy isolation
Safety assurance	Safety performance monitoring and measurement	Work securely
	Management of change	Work authorisation
	Continuous improvement of the SMS	Hot work
Safety promotion	Training and education	Bypassing safety controls
	Safety communication	Alcohol and drugs while driving



# Safety Promotion

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# Safety Promotion – monthly communication



Tue 03/01/2023 18:56

Jon Hopkinson Communications

Taking Care Materials for January, 2023

To

Dear Colleagues,

With the start of each month, we highlight an updated element of our Safety Management System (SMS) as well as focussing on one of our Lifesaving Rules.

The **first SMS element is management commitment**. An effective integrated SMS begins with a committed leadership team. The CHC Safety Objectives and Safety Policy clearly articulates our commitment to ensuring the highest levels of safety performance.

## What is management commitment?

An effective Integrated Safety Management System (SMS) begins with a committed leadership team. Our Safety Objectives and Safety Policy clearly articulates our commitment to ensuring the highest levels of safety performance. The safety policy details company, management, and employee commitments, which include:

- Providing clear, consistent safety information, sharing best practices, and providing the right equipment.
- Complying with relevant legislation.
- Protecting employees through the Taking Care safety behaviours and by holding people accountable.
- Investigating incidents and taking action to improve safety.
- Treating employees fairly through the Just Culture model and fostering a culture that encourages and welcomes open communication and feedback.

## How can I help?

Familiarize yourself with our [Safety Objectives](#) and [Safety Policy](#) which are available on Landing Pad (linked above) and on display in a variety of locations around the company. Take some time to understand and comply with policies and procedures – and ask your line manager if something is unclear. If you are working with contractors, ensure they also comply with the Safety Objectives and Safety Policy. Finally, raise questions or concerns about policies or standards with your leader. If you prefer to raise concerns confidentially, you may do this through the confidential section of the Safety and Quality Integrated Database (SQID) or through the anonymous, third-party EthicsPoint website. To see more about this element, check out the video [here](#).

Our Life Saving Rule for January is **Driving**. Driving can feel so commonplace that we often forget how dangerous it can be, even at "slow" speeds. Help prevent accidents by obeying speed limits and staying focused. Seatbelts and helmets can protect you from injury. Reduce the chance of injury by always using seatbelts in cars and helmets on bikes.

- I always wear a seatbelt
- I never exceed the speed limit, and adjust my speed for road conditions
- I avoid distractions, especially texting or operating a phone while driving
- I am fit, rested, and fully alert while driving

Remember, you can find updated resources on Landing Pad [here](#).

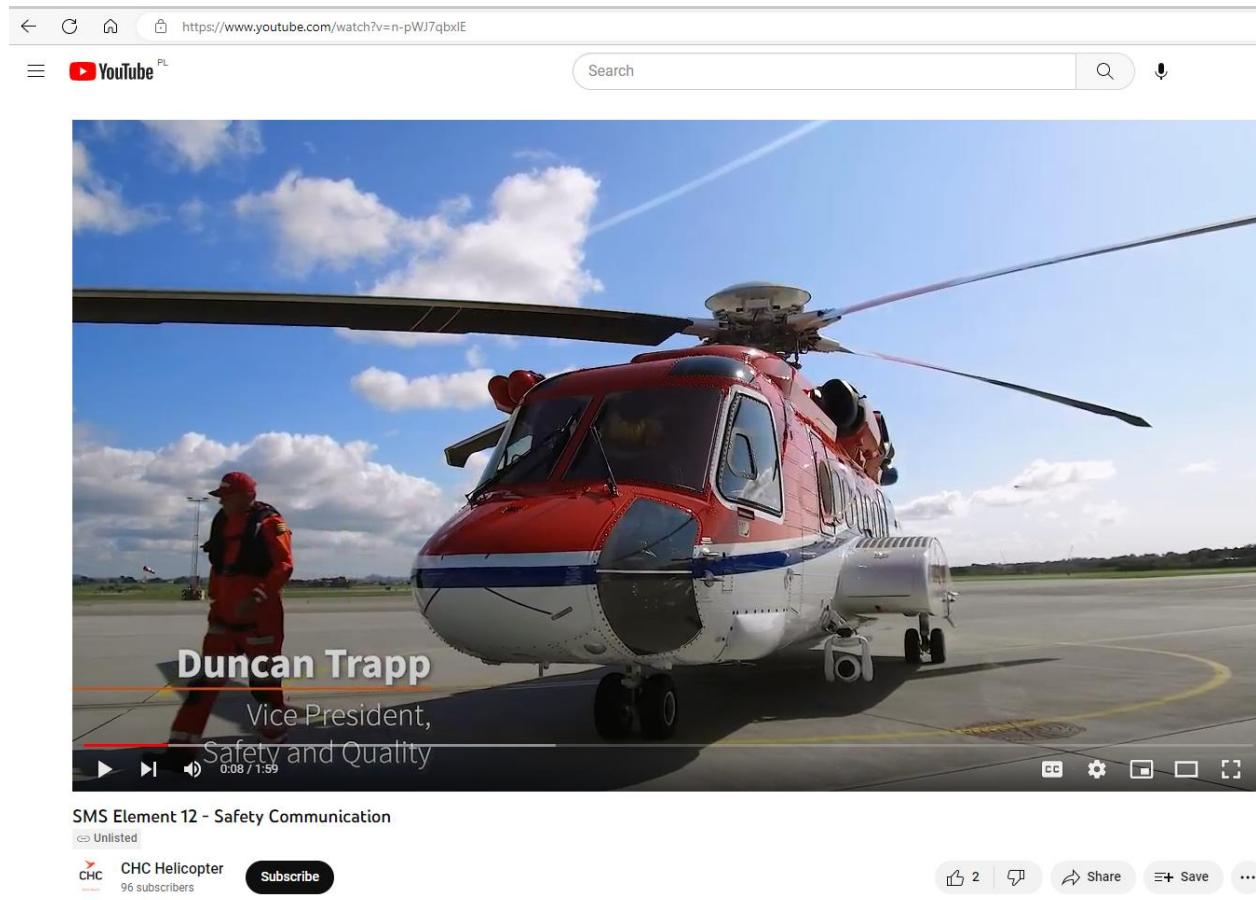
Thank you and take care,  
Jon

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# Safety Promotion – monthly communication

SMS Element 12 - Safety Communication -  
YouTube



# Safety Promotion - tools

## Key safety communication tools

- Safety alerts
- Occurrence notifications
- Lessons learned
- Accident prevention notice
- Toolbox talks

The image displays a collage of various safety communication tools. At the top left is a 'Lessons learned' form with fields for 'Title', 'Pictures', and 'What happened?'. Below it is an 'Occurrence notification' form with fields for 'Occurrence number', 'Occurrence date', and 'Pictures'. To the right is an 'Accident Prevention Notice' with a 'TITLE' field. Further down is a 'Safety Alert' from CHC regarding the use of face masks, with fields for 'Contact details' and 'Incident details'. At the bottom is a 'Toolbox Planning Meeting' agenda with sections for 'Attendance', 'Daily message', 'Today's main tasking', 'Operations', 'Anticipated / hazards / considerations', and 'Preventative actions'. A sidebar on the left lists 'S&Q Quick Links' including BOSS Cards, BTXP Server Access, Corporate ISMM, MSDS Online, Safety Alerts, SQID, Taking Care Materials, and Workplace Safety Guide.

[https://landingpad.chcheli.com/functions/safety\\_and\\_quality/safety\\_alerts](https://landingpad.chcheli.com/functions/safety_and_quality/safety_alerts)

# Safety Promotion – Safety Alerts

## Key safety communication tools



**HeliOffshore**  
*Safety Through Collaboration*

**CHC** **Safety Alert** **CHCSA-2023-01**

**HeliOffshore report: Upper swashplate boot adapter**

Contact details:	N/A	Date of incident:	26 Nov 2023
Reference:	HeliOffshore Infoshare: 2022-047	Incident location:	N/A
Issue date:	18 Jan 2023	AC type / operation:	AW139

**This was not a CHC occurrence. This information was received from an anonymous operator by the HeliOffshore association.**

**Brief account of events**

While performing the daily post flight inspection, the technician noticed the swashplate boot upper adapter was loose and had slid down the mast. Upon further inspection, it was found that the adapter had cracked at all 4 mounting points. No damage to the main rotor system was found.

**Investigation summary**

The operator is not able to determine the root cause of failure. Leonardo has been notified and is investigating this occurrence.

**Actions taken**

The operator is evaluating the inspection criteria for the swashplate boot adapter for potential lessons learned and opportunities for improvement. The OEM has been contacted and the required information has been shared.



Adapter 3



AW139 swashplate boot adapter



Adapter 2

*At CHC, safety is more than just a number. Safety means taking care in everything we do.<sup>1</sup>*

# Operational Review Board (ORB)

## Monthly Reviews

Provides managers with details on the previous month's activities, findings, reports, etc.

[SMS ELEMENT 01]

### MANAGEMENT COMMITMENT & RESPONSIBILITIES

An effective Integrated Safety Management System (SMS) begins with a committed leadership team. The CHC Safety Objectives and Safety Policy clearly articulate our commitment to ensuring the highest levels of safety performance.

**What is management commitment?**

The safety policy details company, management, and employee commitments, which include:

- Providing clear, consistent safety information, sharing best practices, and providing the right equipment.
- Complying with relevant legislation.
- Protecting employees through the Taking Care safety behaviors and by holding people accountable.
- Investigating incidents and taking action to improve safety.
- Training employees fully through the Just Culture model.
- Fostering a culture that encourages and welcomes open communication and feedback.

**How can I help?**

The safety policy details company, management, and employee commitments, which include:

- Familiarising yourself with the CHC Safety Objectives and Safety Policy.
- Reporting incidents on the Landing Pad and on display in a variety of locations around the company.
- Understand and comply with policies and procedures.
- Contribute to the successful achievement of published safety objectives.
- Ensure any contractors comply with the CHC Safety Objectives and Safety Policy.
- Raise concerns or concerns about policies or standards with your leader. If you prefer to raise concerns confidentially, you may do this through the confidential section of the Safety and Quality Integrated Database (SQID) or through the anonymous, third-party EthicsPoint website.

**CHC**

**Heli-One**

## Quarterly Reviews

Review performance of the operation against targets & objectives.

**CHC**

**Safety Alert** CHCSA-2022-18

**Engineering experience sheets**

**Contact details:** Nathan.Brewer@chcglobal.com **Date of incident:** 01 Dec 2022  
**SQID number:** CHCSA-2022-18 **Location:** Global maintenance  
**Issue date:** 19 Dec 2022 **AC Type / operation:** AC-141

**Brief account of events**

This safety alert has been published to raise awareness of experience sheets within ANOS. A recent investigation highlighted that previous lessons learned from experience sheets were not being applied, and many engineering staff commented that they had no motivation to use them.

Experience sheets are intended to impart experience-based information and lessons learned related to the engineering of aircraft, including performance.

Documents are catalogued according to AC type and ATA chapter.

Experience sheets could contain videos or air installations, photos demonstrating correct assembly or important safety information.

There are currently 17 experience sheets within ANOS, which are relevant to aircraft.

The CHC GSE will publish experience sheets based on engineering experience sheets from the ground support personnel (PART-141), technical support (TSC) and maintenance personnel (PART-145).

Experience sheets will contain supporting information and reference to existing approved data, they will not be used to replace the generic data or alternate means of compliance.

**Accessing experience sheets from the work order**

Click the Experience sheet icon as indicated by 1. Alternatively, access to all experience sheets can be found under ANOS-117.

© CHC Global. In more than just a number, Safety means taking care in everything we do.

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### SMS Improvement Plan

#### LIFE SAVING RULES

##### DRIVING

Manage your journey to arrive safely.

Driving can feel so commonplace that we often forget how dangerous it can be, even at "slow" speeds. Help prevent accidents by obeying speed limits and staying focused. Seatbelts and helmets can protect you from injury. Reduce the chance of injury by always using seatbelts in cars and helmets on bikes.

- I always wear a seatbelt
- I do not exceed the speed limit, and reduce my speed for road conditions
- I do not use phones or operate devices while driving
- I am fit, rested, and fully alert while driving
- I follow journey management requirements

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# Safety promotion - data collection and display.

Safety quality integrated database (SQID). SQID is an application for the following processes:

- a. Reactive and proactive report management
- b. Audits, including compliance monitoring
- c. Aircraft inspections, including airworthiness review certificate (ARC)
- d. Corrective and preventative action (CPA) management
- e. Risk and hazard management
- f. Customer feedback
- g. Management of change
- h. Document change request
- i. Meetings management

## Tableau

Tableau generates visualisations and tables from data out of the SQID system.

# Safety promotion - data collection and display.

SQID :

PRODUCTION

Welcome to

All Modules

Select stars to favorite up to (6) modules. Your favorite modules will appear in the upper right so that you can access your favorite modules any time.

 Administration Center  	 Audits Management  	 Centralized Reporting and Alerts  	 Change Management 
 CHC Interfaces 	 Corrective and Preventative Action (CPA) 	 Delegation 	 Document Control 
 Document Control Archive   <small>Archive</small>	 Drug and Alcohol Management Plan (DAMP) Reporting  	 Meetings Management  	 Risk Register 
 SMS Reports  			

# Safety promotion - data collection and display.

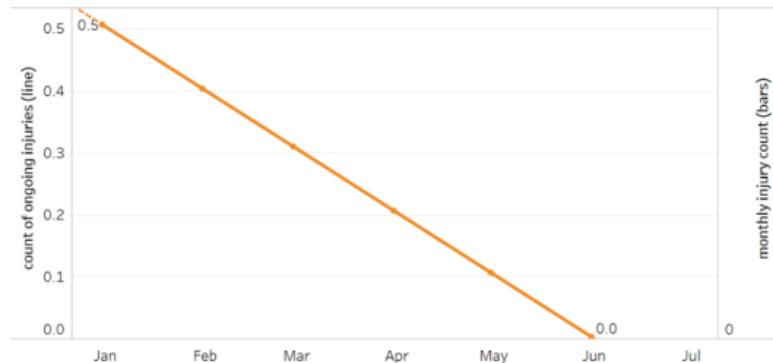
Tableau:

4-blocker



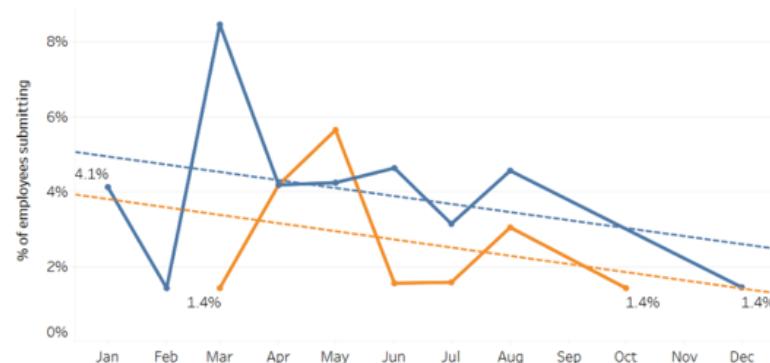
Injuries

Injury count

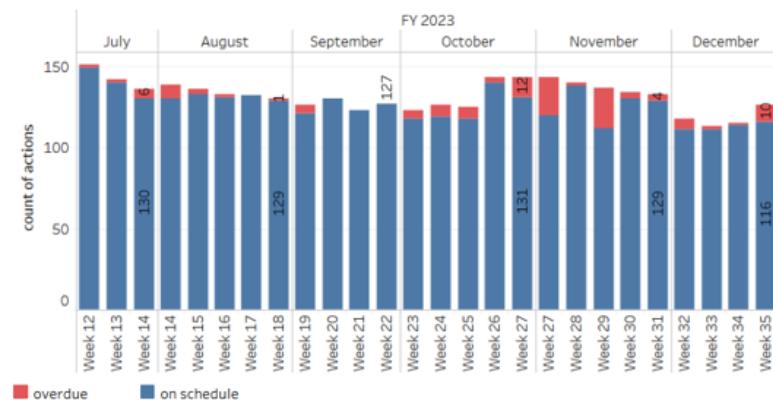


OCC HID

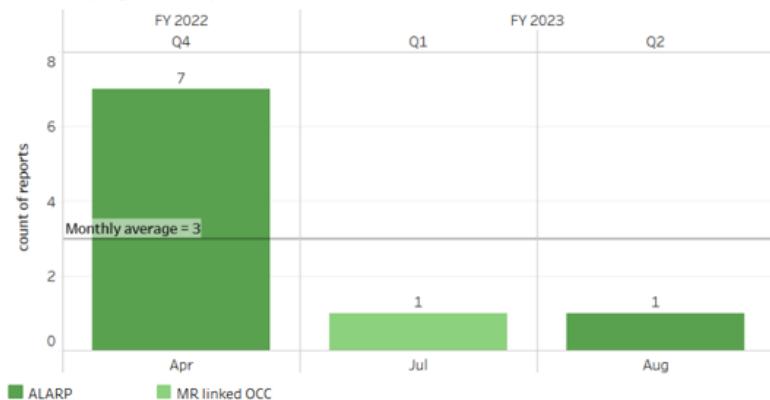
Reporting activity by location



Action item status



Medium/high risk reports





# Safety promotion - trainings

SQID and Landing Pad can serve as a tool to pull content for enhancing continuation and human factor Training.

**S&Q Functions**

- Change Management Center
- Compliance Monitoring
- Emergency Response Center
- FDM
- Global Auditor Center
- Global HESS Steering Committee
- Risk Assessment
- Safety & Quality Documentation
- Safety Case
- Safety Performance Indicators
- Safety Promotion
- SQID Information & Updates

**S&Q Quick Links**

- BTXP Server Access
- Corporate ISMM
- MSDS Online
- Safety Alerts
- SQID
- SQID Legacy

This page contains all Safety & Quality related Policies, Procedures and Forms, as well as Regional ERP and HESS manuals.

Click through the tabs on top to find the appropriate files.

Corporate Documents	Regional Documents
<a href="#">Auditor Documentation</a>	2 years ago
<a href="#">Emergency Response</a>	3 years ago
<a href="#">FFI: BowTie Documentation</a>	19 months ago
<a href="#">Forms &amp; Templates</a>	2 years ago
<a href="#">HESS Standards</a>	19 months ago
<a href="#">ISMM &amp; Agreement</a>	2 years ago
<a href="#">Master Document List</a>	17 months ago
<a href="#">Safety Posters</a>	2 years ago
<a href="#">Safety Promotion Documentation</a>	2 years ago
<a href="#">SMS Improvement Plans</a>	2 years ago
<a href="#">SQID Information</a>	2 years ago
<a href="#">Supply Chain SMM</a>	2 years ago
<a href="#">Taking Care</a>	2 years ago
<a href="#">Training</a>	3 years ago
<a href="#">Workplace Safety Guide</a>	2 years ago

# Safety promotion - trainings

## Short tailored training



### Confined Space Awareness: Hazard Controls



Welcome

Paterson, Trevor



English

Español

# Safety promotion – externally

# CHC SAFETY & QUALITY summit

