



Heli-One Poland Safety Management System

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Heli-One 



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.



75
YEARS
1947 • 2022



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

Traditional maintenance services performed with Safety & Quality excellence

SUPPORT
&
SERVICES

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

DESIGN
PART 21

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

AIRWORTHINESS
PART CAMO

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

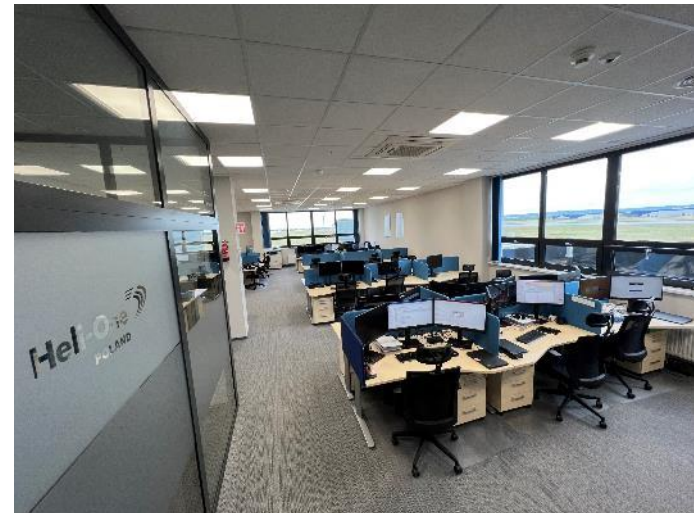
Global MRO Support Network



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



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



Safety Management System

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

The SMS framework		
Components	SMS elements	Life saving rules
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 Hopkins 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

Safety Promotion – monthly communication

[SMS Element 12 - Safety Communication - YouTube](https://www.youtube.com/watch?v=n-pWJ7qbxIE)



The screenshot shows a YouTube video player interface. The browser address bar displays the URL: <https://www.youtube.com/watch?v=n-pWJ7qbxIE>. The YouTube logo and search bar are visible at the top. The video content features a red and white helicopter on a tarmac under a blue sky with clouds. A person in a red uniform is standing to the left of the helicopter. A text overlay on the video reads: **Duncan Trapp**, Vice President, Safety and Quality. The video player controls show a progress bar at 0:08 / 1:59. Below the video, the title is **SMS Element 12 - Safety Communication**, marked as 'Unlisted'. The channel is **CHC Helicopter** with 96 subscribers and a 'Subscribe' button. Interaction icons show 2 likes, a share icon, and a save icon.

Safety Promotion - tools

Key safety communication tools

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

Safety Promotion page

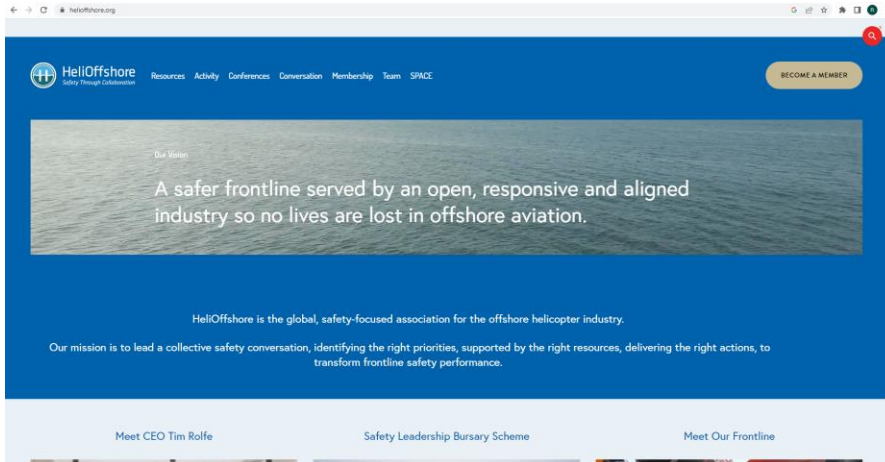
- Is a platform where we can share lessons learned and best practices across all of CHC and Heli-One.


https://landingpad.chcheli.com/functions/safety_and_quality/safety_alerts

The image displays a collection of safety communication tools. At the top left is a 'Lessons learned' form with fields for 'Title' and 'Heli-One'. Below it is an 'Occurrence notification' form with fields for 'Title', 'Occurrence number', 'Occurrence date', 'Pictures', and 'What happened?'. To the right is an 'Accident Prevention Notice' form with a 'TITLE' field. In the center is a 'Safety Alert' form with a red border, containing details for a 'UK HSE: Use of face masks designated KN95' incident, including contact details for Billy McDonald and the date of the incident (11 Jun 2020). To the right of the safety alert is a 'Toolbox Planning Meeting' form with sections for 'Date', 'Shop', 'Attendance', 'Daily message', 'Today's main tasking', 'Operations', 'Anticipated / hazards / considerations', and 'Preventative actions'. At the bottom left is a 'S&Q Quick Links' menu with the following items: BOSS Cards, BTXP Server Access, Corporate ISMM, MSDS Online, Safety Alerts, SQID, Taking Care Materials, and Workplace Safety Guide.

Safety Promotion – Safety Alerts

Key safety communication tools




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.




Adapter 3

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.



AW139 swashplate boot adapter



Adapter 2

'At CHC, safety is more than just a number. Safety means taking care in everything we do.'

Safety Information Only - This information does not supersede any Company or OEM manual

Operational Review Board (ORB)

Monthly Reviews

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

Quarterly Reviews

Review performance of the operation against targets & objectives.

Annual Reviews

Strategic view of the past fiscal year to compare against objectives and identify adverse trends

[SMS ELEMENT 01]
MANAGEMENT COMMITMENT & RESPONSIBILITIES

An effective Integrated Safety Management System (ISMS) 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.
- Treating employees fairly 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:

- Familiarize yourself with the CHC Safety Objectives and Safety Policy available on 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 questions or concerns about policies or standards with your leader. If you prefer to raise concerns confidentially, you may do this through the confidential sections of the Safety and Quality Integrated Database (SQID) or through the anonymous, third-party EthicsPOINT website.

CHC Heli-One

CHC Safety Alert CHCSA-2022-18

Engineering experience sheets

Context details: Matthew Forester | **Date of incident:** 01 Dec 2022
SQID number: Matthew.Forester@heli-one.com | **Incident location:** SQID maintenance
Issue date: 09 Dec 2022 | **AC Type / Operation:** 1 2F

Brief account of events

Overview
 The safety alert has been published to raise awareness of experience sheets within ANCS.

A recent investigation highlighted that previous lessons learnt were shared as experience sheets within ANCS, but their originating staff commented that they had no knowledge they existed.

Experience sheets are intended to impact experience shared information (previous lessons learnt) related to the maintenance being performed.

Documents are catalogued according to AC type and AFA chapter.

Experience sheets could contain advice to aid installation, affect demonstrating correct assembly or important cautions and warnings.

There are currently 53 experience sheets within ANCS which are reviewed annually.

The CHC CoE will publish experience sheets based on experience gained within the CHC group to maintenance personnel (PART-145), technical support (PSC) and continuing airworthiness (CAW).

Experience sheets will contain supporting information and references to existing approved data. They will not be used to publish maintenance 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 ANCS 217.

Searching for experience sheets within ANCS 217

- Set / select an aircraft type for your search (optional)
- Set / select one or more AFA chapter codes for your search (optional)
- Set / select additional search parameters for your search (optional)
 - Document number (if known)
 - Created by (if known)
 - Created on/cancel search date
 - Created until (latest search date)
 - Containing text
 - References
 - Status
 - Having open questions / comments

Further training and information can be found within the Learning Hub ANCS 217.

If you require further assistance, please discuss this safety alert with your continuing airworthiness department, ANCS support or safety and quality team.

Key points to remember

- Experience sheet location and access
- Importance of reviewing the experience sheet prior to completing a task

At CHC safety is more than just a number. Safety means taking care in everything we do.

Heli-One

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

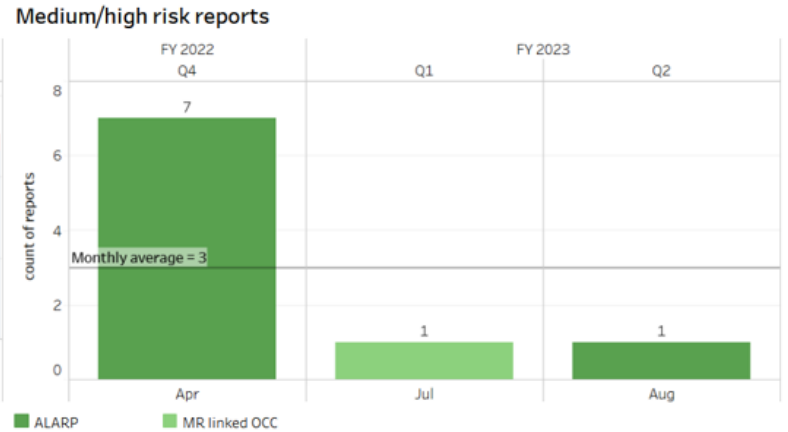
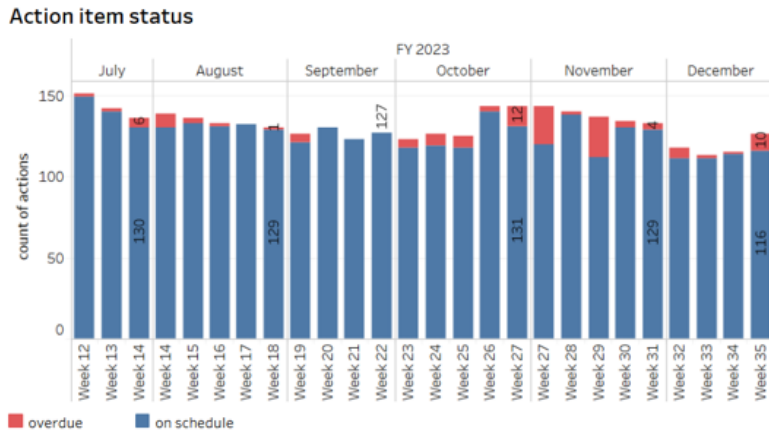
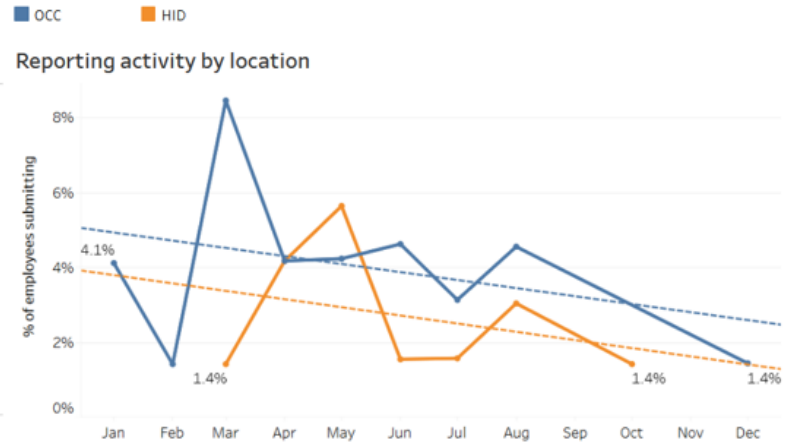
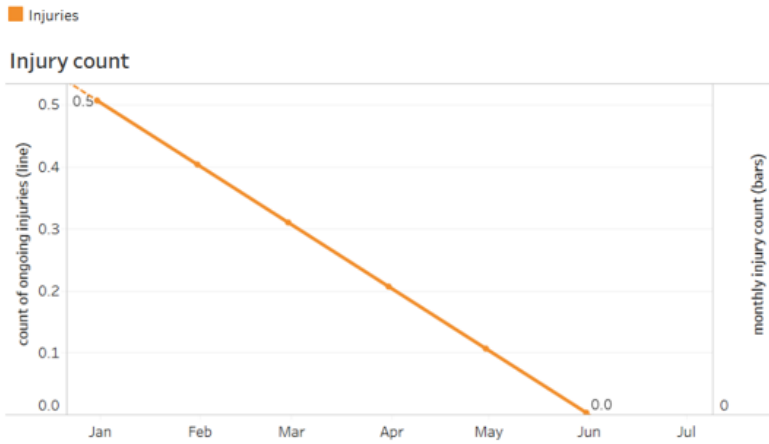
Select stars to favorite up to (6) modules. Your favorite modules will appear in the upper right so that you can access your favorite modules any time.

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

Safety promotion - data collection and display.

Tableau:

4-blocker



Safety promotion - trainings

All employees and contractors, regardless of their function, shall be provided with the following minimum training within the first 30 days of employment.

These courses forms part of the indoctrination training requirements.

- SMS introduction
- Company safety-related indoctrination
- SQID training
- Drug and alcohol awareness (in accordance with local policy)
- Company ethics
- Base safety indoctrination (conducted and documented locally)
- Human factors training



CELE BEZPIECZEŃSTWA

Kulturę bezpieczeństwa Heli-One można podsumować w dwóch słowach: Taking Care.

Wierzymy, że wszyscy — od najmłodszego po najbardziej doświadczonego pracownika — w naszych hangarach, w powietrzu, w naszym biurze, a nawet w domu, możemy przyczynić się do promowania bezpiecznych i zdrowych warunków pracy oraz pozytywnej kultury bezpieczeństwa.

Wierzymy w troskę o naszych pracowników, naszych Klientów, nasze Śmigłowce i Środowisko. Cele te są zgodne z Polityką Bezpieczeństwa.

W Heli-One bezpieczeństwo jest czymś więcej, niż tylko liczbą słów. Bezpieczeństwo oznacza „Taking Care” we wszystkim, co robimy.


Jacek Baranowski
 Dyktor Generalny, Heli-One Poland SP. Z O.O.

Przywództwo i Zaangażowanie

- Dyrektor naszych programów zaangażowanie wysiłkiem kieruje uwagę na podziękowanie pracownikom.
- Cel** – Wykorzystywanie zasobów związanych z uczciami i uznaniami pracowników jest najważniejszą przewidywaną dla działań na rzecz długiego doświadczenia.
- Raportowanie HND wskazuje liczbę pracowników, którzy zmienił/a sposób pracy w miejscu pracy w celu poprawy bezpieczeństwa lub wydajności.
- Cel** – Tendencja rosnąca świadomość HND-ów jako wsłuchanie świadomości proaktywnej kultury bezpieczeństwa na poziomie linii.
- Procedura dołączona: Układ motywacyjny, który pomaga w wypracowaniu do zarabiania systemem 5000.
- Cel** – Brak zasługujących do zarabiania.
- Program ENP pokazuje zaamy Liczniczniki gwałtowności na linii kryzysowych.
- Cel** – Jedno szkolenie lub 4 na kwartał w jednej lokalizacji.
- Najwyższy cel jest zapewniony, mogą spowodować lub przyczynić się do powstania wypadku.
- Cel** – Brak zdarzeń środowiska podlegających zgłoszeniu i zgłoszenia.
- Najwyższy cel jest zapewniony, mogą spowodować lub przyczynić się do powstania wypadku.
- Cel** – Brak zdarzeń środowiska podlegających zgłoszeniu i zgłoszenia.
- Najwyższy cel jest zapewniony, mogą spowodować lub przyczynić się do powstania wypadku.

Zarządzanie Ryzykiem

- Celem jest ustalenie priorytetów (tragedii) zgodnie z oceną (COCI) i identyfikacją zagrożeń (HDI) z systemu SQID, by zminimalizować ryzyko w zakresie zapewnienia bezpieczeństwa.
- Cel** – Wyznaczyć raporty zgłoszone do systemu SQID są przypisane do listy procesów CRM.
- Informujemy, badamy i monitorujemy ryzyko.
- Cel** – Zidentyfikować na podstawie oceny ryzyka (PRR) na poziomie 7 lub wyższym opisać się jako zagrożenia ważne, które są przedmiotem doświadczenia i zgłoszenia jest do ryzyka ryzyka w celu monitorowania do czasu jego zamknięcia.

Zarządzanie Ryzykiem

- Nasze plany audytu mają na celu ocenę skuteczności i zgodności z polityką bezpieczeństwa i procedurami zgodności organizacyjnej i prawnej.
- Cel** – Terminowo dostarczone plany audytowe z uwzględnieniem ram budżetowych i odpowiednich zasobów.



POLITYKA BEZPIECZEŃSTWA

Bezpieczeństwo jest priorytetem we wszystkich działaniach Heli-One. Celem Systemu Zarządzania Bezpieczeństwem (SMS) Heli-One jest zapewnienie najwyższego poziomu bezpieczeństwa, ochrony zdrowia i środowiska jakości i wydajności zabezpieczeń. Jest on zgodny z czerpieniem komponentami i 12 elementami ram ICAO dotyczących SMS.

W Heli-One zobowiązujemy się do promowania i przestrzegania polityki oraz ciągłego doskonalenia naszej kultury bezpieczeństwa, utrzymując bezpieczeństwo w centrum wszystkich, co robimy.


Jacek Baranowski
 Dyktor Generalny, Heli-One Poland SP. Z O.O.

A) Firma zobowiązuje się do:

Stworzenia i utrzymywania Systemu Zarządzania Bezpieczeństwem (SMS) Heli-One, który będzie zgodny z wymaganiami ICAO i innymi wymaganiami regulacyjnymi i innymi wymaganiami polityki i procedurami bezpieczeństwa. Wskazanie i utrzymywanie odpowiednich zasobów i kompetencji, aby zapewnić skuteczność systemu.

Wskazanie i utrzymywanie odpowiednich zasobów i kompetencji, aby zapewnić skuteczność systemu.

B) Wszyscy pracownicy firmy na stanowiskach nadzorczych i/lub kierowniczych zobowiązują się do:

Stworzenia i utrzymywania Systemu Zarządzania Bezpieczeństwem (SMS) Heli-One, który będzie zgodny z wymaganiami ICAO i innymi wymaganiami regulacyjnymi i innymi wymaganiami polityki i procedurami bezpieczeństwa. Wskazanie i utrzymywanie odpowiednich zasobów i kompetencji, aby zapewnić skuteczność systemu.

C) Wszyscy pracownicy firmy zobowiązują się do:

Stworzenia i utrzymywania Systemu Zarządzania Bezpieczeństwem (SMS) Heli-One, który będzie zgodny z wymaganiami ICAO i innymi wymaganiami regulacyjnymi i innymi wymaganiami polityki i procedurami bezpieczeństwa. Wskazanie i utrzymywanie odpowiednich zasobów i kompetencji, aby zapewnić skuteczność systemu.

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

Title	Last Modified
▶ Auditor Documentation	2 years ago
▶ Emergency Response	3 years ago
▶ FFI: BowTie Documentation	19 months ago
▶ Forms & Templates	2 years ago
▶ HESS Standards	19 months ago
▶ ISMM & Agreement	2 years ago
▶ Master Document List	17 months ago
▶ Safety Posters	2 years ago
▶ Safety Promotion Documentation	2 years ago
▶ SMS Improvement Plans	2 years ago
▶ SQID Information	2 years ago
▶ Supply Chain SMM	2 years ago
▶ Taking Care	2 years ago
▶ Training	3 years ago
▶ Workplace Safety Guide	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

