

Safety *Management* System



Safety Doesn't Cost –
It Pays



A VIH Aviation Group Company



Integrated Safety Management System

Aviation is a safety-conscious, highly-monitored environment. Federal regulations are in place to ensure that operators comply with standard practices to ensure the safety of passengers and crew. Offshore helicopter operations are also subject to the regulations mandated by local regulatory bodies, in addition to customer directives, and those directives enacted by the helicopter operator.

Cougar has encapsulated these regulations and directives into one best-practice system, referred to as the Integrated Safety Management System; a system comprising 12 safety components, with the initiative of providing the highest level of safety for passengers and employees.

Safety Assurance Program

Cougar Helicopters ensures Safety Assurance within all Cougar operations through the usage of a multitude of programs. Periodic reviews and regular audits by Cougar, our customers, and by regulatory bodies ensure that improvements are made and key performance indicators are constantly monitored. Programs include, but are not limited to:

- Flight Operations and Maintenance Assurance
- Flight crew CRM Course
- HFDM (Helicopter Flight Data Monitoring)
- HUMS (Helicopter Usage Monitoring System)
- Flight Dispatch and Blue Sky
- SMS program
- Risk Assessments (operations and aircrew)
- Safety Event Reporting database
- Customer monthly HSE statistics reporting
- Customer monthly Safety Activity reporting
- Customer Quality Activity reporting
- SMS Committee
- Drug and Alcohol policy and program
- Management of change processes
- Safety orientation programs
- Ramp activity and aircraft towing procedures
- Cougar Helicopters General Safety Rules and Practices

Pre-flight Risk Analysis

Cougar Helicopters is committed to the safety of all employees. Flight crews assume the daily responsibility of safely transporting personnel offshore, traveling significant distances over a harsh seascape. As with any occupation, employees take with them the stresses and concerns of work and personal life. To respond to this, and to help ensure that the lowest relative risk is associated with each flight, Cougar has implemented the Aircrew Risk Assessment Matrix (RAM). The Aircrew RAM identifies several factors which could influence the safety of flight, and identifies a RAM score. Each flight crew completes a Risk Assessment prior to flight, which is given to the Flight Dispatcher. RAM scores which exceed the company maximum are discussed with the Chief Pilot and/or Director of Flight Operations. While the system does not undermine the pilot-in-command's decision to fly, it assists in the quantification of the various factors which may affect the safe outcome of flight.



Safety and Our Employees

Every employee of Cougar Helicopters is responsible for participating in risk management, and in identifying and reporting hazards to create a safer workplace for all employees. Each employee has been trained in the use of the Safety Management Reporting system, which is accessible to every Cougar employee via the Internet, as well as through the use of HEBBO (Hazard Event Based Behavioral Observation) cards. This is a non-punitive reporting system, endorsed and participated in by all levels of Cougar management. Each report is sent directly to the Safety Director, and up to 55 personnel within the company who need to be aware of identified risks. The Safety Director determines the hazard level posed by the reported hazard, and has the ability to immediately cease all flight operations until the threat has been reduced or eliminated.

Safety information is disseminated to all employees through the SMS Committee, comprised of departmental representatives, through safety reports posted in all Cougar facilities, and through weekly base operations meetings and regular employee safety meetings.

Hazard Recognition and Risk Identification

Hazard recognition and risk identification are essential to

help ensure the safety of employees, passengers, and assets. Assessments are conducted by a Cougar Risk Assessment team to evaluate and thereby control existing or potential workplace hazards or risks, and to communicate information regarding these hazards or risks to employees. For instance, measures to control or eliminate risks are communicated to personnel who are or could be affected by the identified hazards.

Hazard identification and risk management procedures are an ongoing initiative of Cougar Helicopters. Each new procedure or activity is subject to assessment, as is each new Cougar operation.

Cougar uses a Risk Assessment Matrix, which considers all known hazards associated with an operation or activity, and which generates a risk level number. This allows Safety Management personnel to react, and work with employees and management to reduce the level of risk. For example, in a new operation, all components are assessed, including the facility and installations, so that threats can be identified and reduced.

Focus on Safety

Throughout every part of daily life, hazards and risks are all around us. Mitigating risks to protect the safety of passengers, employees, and assets is a primary focus for Cougar Helicopters. Safe work and safe transportation are the impetus for all that we do.



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