



Maritime Helicopters

AUGUST 2016 Quality & Safety Notes



AUDITS, AUDIT RESULTS, AND OTHER AUDIT RELATED STUFF!

Where did August go? Yes, you are all getting the August Q&S Notes on the last day of the month. We're all busy wrapping up summer season, starting to think about winter and the joy of audit season. The big news of the month is that Exxon stopped by for a visit (AUDIT!) in hopes of prepping any ad hoc work they may have on the North Slope in the future with the Bell 412. For those of you that haven't been through an OGP (Oil & Gas Producer's) audit before, let me just tell you; there is always work to do after the audit. In this month's letter, I'm going to try to be the Quality guy (explaining some of the audit results) and then a bit of the Safety guy (where audit compliance means we may have to change some safety procedures), and then wrap up the month with the relevant Flight Irregularity Reports as usual.

Exxon Review

Exxon calls their audit visits, "A Review". Whatever you call it, it means that we open up our business to a current or prospective customer in order to demonstrate our proficiency to perform their work. To me, this is the SALES part of the Quality function. We have to drum up business. So when they place a finding on the audit results, it means, "Maritime has to comply with these findings to get their business."

The good news? Exxon does want to keep moving ahead with possible work agreements in the future. The other news is that we have some work to do. There will have to be some structural changes, some training, changes, and some compliance changes in order to do any work for them. I'm not going to include all of the audit findings, but I would like to share some of the issues which will include more or less immediate changes to how we operate.

- 1. Fuel Quality:** There has been no requirement for us to water test our fuel every single time we fill up an aircraft in the past. Look to any operations for Exxon (or other OGP customers), including a water detection capsule test for each refuel. Also, the monthly Differential Pressure check which is performed by comparing refuel system input and output pressures, will be performed DAILY. Larry is already changing the daily fuel quality checklist to include this check. We still have to address performing this check when there aren't two people available (one to read the pressure and one to fuel an aircraft). More to come on this.
- 2. Tool Control Program:** We already were aware that we had to look at developing a more robust tool control program. Steve has been tasked with writing a new plan which will meet industry's best practices and Exxon's requirements. What we DON'T want is a burdensome, time consuming system that spends more time accounting for tools instead of working on aircraft. What we DO want is a simple system of quick daily checks based on organized/shadow-boxed tools that is quickly auditable. If you have seen something that works in the past, please let our maintenance team know so we can come up with something workable.
- 3. Emergency Response Program:** This audit finding lands squarely on the Q&S Manager. Even though we have an ERP Manual, and we continually update the contact lists for emergencies to keep at all of our sites, the auditor felt that there is little participation or knowledge of the ERP by many of our staff. Okay, I can take the hit! Looking into the short term, please acquaint yourself with the ERP Manual and your emergency phone list! In the long term, look towards more planned or unplanned Emergency Response exercises in the future. They could consist of anything from an impromptu drill (The hangar is hypothetically on fire, what do you do?). Farther out, expect a full blown planned Response Exercise.

4. **Working at Height:** In that wonderful OSHA regulation, 29 CFR 1910 Subpart D, we find a whole, huge litany of safety information regarding “Walking and Working Surfaces”. Much of this info goes into our Health, Safety, and Environmental Manual (HSE) in the section called Working at Height. The changes we’re going to have to comply with now, have less to do with the Exxon audit than they do the addition of the Bell 412. The rest of our fleet has work decks that are roughly 6 feet and maybe a little more above the ground. The HSE Manual says that when we bring them inside for work, that work stands **should** be used, but not **shall be used**. That is now going to have to change. The working “no-skid” surface on the BH412 is just shy of 8 feet high, and the top of the airframe below the head is about 11 feet. **BIG CHANGE:** When major work is performed on the 412, we’re going to have to use the work stands. The new change will read that the work stands **shall be used** for the BH412.



Of course with all working at height situations, it is best to remember the following from the HSE Manual:

Working at height is properly planned and organized.

Working at height takes account of weather conditions that could endanger health and safety.

Those involved in working at height are trained and competent.

Equipment used for working at height is appropriately inspected.

The risks from falling objects are properly controlled.



Exxon Review (continued)

We don't have that far to go to be compliant with the Exxon's AOG (Aircraft Operations Guide). Please be on the lookout for the changes that will come as we go through this exciting process!

NEW STATION CHECKLIST!

The new station audit checklists are still working great for most stations. Please remember that each time you come on shift to take the time to go through the station checklist, see if you need any assistance and then send the checklist to me.

Continue sending them to me at...

safety@maritimehelicopters.com or fax them to Fairbanks office at 907-452-4539

Incident Reporting August

FIR: BELL 206. Aircraft was dispatched from PS#5 to Oil Spill Response Training for Alyeska. After returning to the staging area from refuel at PAPR a walk around inspection was performed and noted that the Litter Door Handle was missing.(multiple passenger movements had been flown) Item was placed on the NEF list after consult with the mechanic. Aircraft continued support work for Alyeska with very little down time.

Through-flight walk-arounds are always important, but can become crucial when many customers are loaded and unloaded throughout a work day!

FIR: BELL 407. After refueling at PAGK (Gulkana Airport) on takeoff, the GEN FAIL light came on, Pilot continued in cruise flight and tried to reset the generator. The Generator wouldn't pick up the load. The next leg was minutes to the GRB (home) site so the pilot continued with a normal approach and land. After landing, the pilot pulled and reset the field and reset the circuit breakers. Trying a generator reset had no result. Aircraft was shut down and the GRB mechanic was notified.

Per the troubleshooting manual: Removed, tested and reinstalled starter generator. Replaced Starter Relay & Replaced Voltage Regulator. Ops check was okay. Troubleshooting showed that the voltage regulator was found to be the cause of the original failure. Original parts were returned to stock.

Good time to review our generator failures!

FIR: BH407. BREAKING NEWS! I don't even have the report yet, but 312MH went out for the day with Alyeska Security and came back without a Cargo Mirror. This was found on the preflight the next day.

REMEMBER THOSE THROUGH-FLIGHT-WALK-AROUNDS!

FIR: BH407. For the second time this summer, and on different aircraft, one of the 407s had a FADEC DEGRADE and a RESTART FAULT light illuminate once in flight and on another occasion, upon shutdown. Troubleshooting revealed a Measured Gas Temperature (MGT) terminal block at fault.

I'm going to make a quick complaint here. The aircraft logbook provides a history for previous events and troubleshooting. Many times, the only record we have that any particular system has been disturbed, is the write-up for an in-flight fault. Great job with the troubleshooting on this one, and thanks for the Flight Irregularity Report so we can all think about FADEC Degrades, but there is nothing in 309MH's logbook about this event. And in addition to what the FAA says, WE may need a future record of work the maintenance that has been performed.

Just a refresher...

14 CFR §43.9 Content, form, and disposition of maintenance, preventive maintenance, rebuilding, and alteration records (except inspections performed in accordance with part 91, part 125, §135.411(a)(1), and §135.419 of this chapter).

(a) *Maintenance record entries.* Except as provided in paragraphs (b) and (c) of this section, each person who maintains, performs preventive maintenance, rebuilds, or alters an aircraft, airframe, aircraft engine, propeller, appliance, or component part shall make an entry in the maintenance record of that equipment containing the following information:

- (1) A description (or reference to data acceptable to the Administrator) of work performed.
- (2) The date of completion of the work performed.
- (3) The name of the person performing the work if other than the person specified in paragraph (a)(4) of this section.
- (4) If the work performed on the aircraft, airframe, aircraft engine, propeller, appliance, or component part has been performed satisfactorily, the signature, certificate number, and kind of certificate held by the person approving the work. The signature constitutes the approval for return to service only for the work performed.

And remember, the term, *Maintenance means inspection, overhaul, repair, preservation, and the replacement of parts, but excludes preventive maintenance.*



Okay, I'm done.

Aviation Life Support Equipment

I'm including a comment that was generated after some training gone wrong. Remember that old speech about the auto-inflating water wings that you ***pull the beaded handles down and away with a sharp pull?*** Well, it turns out, that if you don't use that sharp pull, you won't inflate these types of water wings. Please make a note to include this language when you brief your customers on over-water flight. (See attached photo)



FINALLY: In light of recent events...

I'm going to include the extract of the current version of the Working at Height section of the Health, Safety, and Environmental Manual. Please take a look. I really didn't want to include the twenty pages of OSHA regulations from which this manual was extracted...

Next Month: STILL NO DISCUSSION ABOUT WINTER...**YET!** Although Pump Stations 4&5 are already experiencing winter and I hope they've all got their winter safety gear with them! My personal kit doesn't change much except for the addition of a big coat, more water, Massif Gear flying bibs, and about 8 ways to start a fire. We'll hit all that before October.

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