



SAFETY BULLETIN

Issue 001, January 2020

Safety Department

CHIEF EXECUTIVE OFFICER'S MESSAGE

Thank you for allowing me to communicate to you through this Safety Bulletin. 2020 is an exciting year for Nepalese Aviation Industry as decided to celebrate Visit Nepal 2020.

We are happy to announce that we have finally concluded to publish our First Safety Bulletin which will contribute towards the awareness of the Safety Management System and will help to promote Safety Culture. Safety will always be difficult to quantify in a triangle form, but it is agreed that at least it can be managed to an acceptable level through implementation of proven management systems and processes.

This First Issue of our Safety Bulletin will definitely help to improve our Safety Culture and processes by identification of hazards or unsafe acts through voluntary reporting system and by taking its content in positive way. Positive attitude is vital to maintain safety. This is a part of safety communication and it will support in promoting a positive safety culture to make one of the safest company within Nepalese Helicopter Industry.

Through this first bulletin, We would like to offer and welcome all the staffs of Heli Everest to complete each task as a team and ensure that everyone have confidence and are well aware about the hazard, risk, and mitigation processes. By this effort, Management of Heli Everest is committed to work together with all stakeholders to improve Safety & Quality.

Any type of feedback and suggestions are always welcome from each and every readers to improve our Safety Management System and further improvement of this bulletin.

Would like to thank Safety Department for this Safety Bulletin and hope it will be continued in coming future too.



Yog Raj Kandel Sharma
Accountable Manager

MESSAGE FROM SAFETY DEPARTMENT

Safety Department is pleased to publish the first issue of Safety Bulletin 001 January 2020. It contains relevant informative reading materials related to Safety. Hope this first issue of Safety Bulletin will greatly help in fostering positive Safety Culture in the Organization and throughout the Aviation Industry as well.

Geeta Shrestha
Safety Manager

SAFETY FIRST

HOW TO CHANGE TOXIC SAFETY CULTURES IN AVIATION SMS

What is Safety Culture in Aviation SMS?

Aviation safety cultures are the attitudes behaviors, and actions that drive safety performance in your SMS.

Safety culture includes how management supports safety, and what front line employees do when no one is watching.

There are different aspects of safety culture that, together, represent the overall safety culture of an organization.

- Commitment of program to safety;
- Safety behavior in SMS.
- Safety communication and information access;
- Justness;
- Awareness and hazards/risks; and
- Adaptability to changes and events.

When attempting to change toxic safety cultures in aviation SMS, the two primary aspects of safety culture that organizations should try and influence are:

- Communication
- Awareness.

With good communication and awareness, other aspects of safety culture tend to follow with a type of domino effect. In other words, awareness easily leads to behaviours; justness leads to commitment.

Safety Culture Elements

- Learning Culture
- Informed Culture
- Just Culture
- Flexible Culture
- Reporting Culture

Safety Slogans

Safety pays, carelessness slays, don't let foolishness number your days

Do not put your family in mourning, follow the safety warning

To be or not to be, that is the gamble you take when you don't practice safety

Safety is priceless so is your life

Safety is requirement of the job not an option

Keep safety first so you last

Safety should become the oxygen which every aviation creature breathes.

Healthy & Happy humans within the organization equals to Safe Flying machine

MEASURING SAFETY

Safety is the management of risk. To make significant safety improvements, you must be able to measure safety. There is no absolute safety (black/white) – there are only different levels of gray (e.g., low to high level of risk). The key to safety is to first measure the risk, make a change and then measure the new risk. If the later risk is lower than the original risk, safety has improved. The typical safety metric (since early days of the first airplanes) is the accident rate expressed as accidents per 100,000 flight hours.

Obviously, a serious or fatal injury will be categorized as an accident. But basically, an accident rate is really measuring the risk of helicopter being damaged within the definition of an accident. Less than 10% of occupants in helicopter accidents receive a fatal injury. There are two elements of safety, which are (1) being involved in a sudden deceleration event. (e.g. an accident), and (2) the possibility of being injured. Webster's Dictionary defines "Safety" as "the condition of freedom from harm, loss or injury."

The proper way to measure risk is the number of events of concern for a certain amount of exposure. We cannot stop all accidents despite all of the aviation community efforts, but efforts must be directed to protect the occupants.

Capt. Suraj Thapa
Operations Director

TWELVE STEPS FOR LACK-OF-SLEEPAHOLICS

- Admit that your life has become less manageable due to a lack of sleep.
- Believe that you can get better sleep.
- Make the decision to improve your sleep habits.
- Put your decision to action by changing your behavior to get better sleep.
- Acknowledge the amount of sleep you actually get.
- Share with others your need for sleep.
- Humbly look at your shortcomings when you are sleep deprived.
- Be ready to work on any shortfalls resulting from your lack of sleep.
- Be ready to make direct amends due to your lack of sleep.
- Continue to take personal inventory of your sleep, and when neglected, promptly correct it.
- Improve your relationship with the people around you without neglecting your sleep.
- Become more aware of your actions, people, and your environment.

WHAT IS SAFETY RISK MANAGEMENT

- Safety risk management is a key component of safety management and includes hazard identification, safety risk assessment and risk acceptance.
- Safety risk management is a continuous activity because the aviation system is constantly changing, new hazards can be introduced and some hazards and associated safety risks may change over time.
- In addition the effectiveness of implemented safety risk mitigation strategies must be monitored to determine if further action is required.

Defect Reporting

- Reporting detects even seemingly innocuous ones, can prevent minor incident from becoming major accident.
- A Defect incident is described as one 'involving failure or malfunction of an aircraft or aircraft component whether found in flight or on the ground.
"A defect could be something found during scheduled maintenance or something that came to light through an airworthiness directive or service bulletin. It could be structural or mechanical or resulting from a maintenance programme failure where a part goes beyond its overhaul time."
- An issue might not seem important today but could become important in future.
"A good defect reporting system increases awareness. If we are seeing trend emerging we should be alerting the whole industry because knowledge is power."

RAMP SAFETY The Dirty Dozen

- | | |
|--------------------------|--------------------------|
| 1. Lack of Communication | 7. Lack of Resources |
| 2. Complacency | 8. Pressure |
| 3. Lack of Knowledge | 9. Lack of Assertiveness |
| 4. Distraction | 10. Stress |
| 5. Lack of Teamwork | 11. Lack of Awareness |
| 6. Fatigue | 12. Norms |



WATER IN AVIATION FUEL

Water in fuel continues to contribute to aircraft incidents and accidents as well as, at times, fatal accident. Aviation fuel can only serve its ultimate purpose if it is delivered to the aircraft engines free from water. Accordingly if all persons in fuel handling will accept their responsibility to keep the fuel dry water-in-fuel incidents and accidents can be prevented.

Water: Water occurs in aviation fuels in two forms: Dissolved and Free

Dissolved Water: All aviation fuels dissolve water in varying amounts depending upon fuel composition and temperature. Dissolved water is not a problem for the aircraft operation as long as it remains in solution. Dissolved water cannot be removed by filtration but can become free water with temperature change. Once free it can cause operating problems.

Free Water: Any water in excess of that which will dissolve is called free water. Aircraft engine will tolerate a small amount of free water (30 ppm. is usually considered to be the maximum) if it is in a fine, uniformly dispersed state.

- The best way to minimize the amount of water entering a system is through inspection and maintenance of equipment and by making certain that only clean and dry fuel is received into storage and delivered into an aircraft.
- The greatest single danger of water in fuel results from human error that allows fuel contaminated with water to enter an aircraft fuel system or permits an aircraft to be operated before its fuel system is properly checked for water.
- The possibility of human error can never be eliminated, but it can be minimized.
- The best means to minimize the amount of water entering a fuel system is the inspection and proper maintenance of equipment and the training of ground and flight personnel.
- Refueling from drums storage or jenkins is considered to be unsatisfactory. If it is necessary to use this type of storage, extraordinary precautions are necessary to eliminate the hazards of water and other contaminants.
- Only sound clean drums and jenkins with good interior should be used.
- Fuel should be used accordingly to fuelling delivery date - oldest stock first.
- Where fuel storage has occurred for long periods, the use of fuel is questionable unless it has been tested for quality.
- When fueling from drums, jenkins it is advisable to use a 5 micron filtered portable pumping unit, the best filtering equipment available locally or, as a last resort a chamois skin filter and filter funnel.

SAFETY NETS

- "Work to recognize potentially dangerous practices."
- "Refuse to participate in unsafe practices."
- "Work to change potentially dangerous practices."
- **"FOLLOW THE CORRECT PROCEDURES."**



PASSENGER SAFETY BRIEFING

S

Seat Belts - fastening, tightening, releasing procedures
Seat Position - adjusted and locked in place
Shoulder Harness - fastened for take-off, landing
Smoking - is prohibited
Special Survival Equipment
Stowage - of loose articles

A

Action - to be taken in turbulence
Action - process to follow if oxygen is required
Altitude - changes

F

Fire Extinguisher - location, method of removal & operation
Floatation Devices - location, fitment & use

E

Electronic Devices - use; airside & onboard the aircraft
Emergency Equipment - location & operation
Emergency Procedures - and evacuation plan
Emergency/Survival Kit - location, use & contents
Exits - location & operation of exits

T

Talking - and sterile cockpit expectations
Touching Pilot Controls
Traffic - scanning, spotting, notification to pilot

Y

Your Questions - confirm understanding | speak up

RECENT HELICOPTER ACCIDENT IN INDIA

Three people were killed after a helicopter involved in relief efforts in flood hit Uttarakhand crashed in the Uttarkashi District on 21st August 2019 and erupted in flames after it got entangled in the overhead electricity wires.



AN ARRAY OF POSSIBILITIES

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