

# Strategic Consulting

## Safety Management - Safety Leadership



## Broad Safety Management project for West African (Nigerian) Helicopter Operator

Baines Simmons was invited to undertake a broad Safety Management project for Caverton Helicopters in Nigeria that encompassed Airworthiness, Quality and Safety Management consultancy and facilitated training at their facilities in Lagos, Nigeria.



### Client Profile

Caverton Helicopters is a charter, shuttle, sales and maintenance company that was originally set up to bridge the gap in on-shore helicopter services and has subsequently ventured into the Offshore Support Service Industry. It is now a key player in the provision of logistics and environmental services to major clients in the Nigerian oil and gas industry and has a global workforce of over 600 employees. It has broader plans to support energy operations along the West African shelf using both fixed wing and rotary wing aircraft. The company currently operates out of a 10,000m<sup>2</sup> flight facility at the Muritala Muhammed Airport in Lagos and a 9,000m<sup>2</sup> facility in Port Harcourt; it also operates a heliport in the Lagos Metropolis (Victoria Island) and a facility in Cameroon, West Central Africa.

*“We welcomed the expertise and professionalism of Baines Simmons, who were instrumental in ensuring our Aim 4 Zero safety initiative had real value across the company as a result of the policies and procedures they put in place.*

*Their training and delivery of key safety-related skills and understanding is second to none. This has enabled us to continue operating as a preferred partner in the off-shore service support industry.*

*During their time with us in Nigeria, we were most impressed by their ability to help us investigate a live incident – bringing to life the skills learned in the classroom. The Consultant was first class, and this experience will live with us for many years.”*

**Kofo Macaulay - Acting Director, Quality & Safety, Caverton Helicopters**

### The Challenge

In order to support the continuing management of safety throughout the entire Caverton operation, Caverton Helicopters engaged Baines Simmons to carry out an initial Safety Management Diagnostic (SMD). The SMD identified areas where a focussed programme would provide targeted solutions to complement the existing Caverton Safety System. Subsequent to the SMD being conducted, there was significant growth within the client's operations and with this growth came the need for the client to ensure that safety - and its management - continued at the same pace.

### The Solution

Baines Simmons was contracted to deliver a wide range of services that would be used to support Caverton's SMS and internal Aim 4 Zero safety initiative.

Services provided by our Consultants ranged from developing manuals, processes and procedures to developing a series of focussed training packages that aligned to the client's needs and the new processes. Additionally we produced a range of internal communications materials – posters, leaflets and handouts which were used to re-inforce the Aim 4 Zero safety messages at all levels.

The facilitated training packages were delivered by our experienced Consultants to a wide cross section of Caverton personnel (Flight Ops/Management/Maintenance and Supporting personnel). Running parallel to the safety training were a number of other sessions which focussed on Quality Auditing (both initial and refresher training) and which were supported by customised Airworthiness training sessions.

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In summary, key elements of our work for Caverton included:

- ▶ Preparation of SMS policies and procedures
- ▶ Preparation of an Event Investigation Tool and user guide
- ▶ Investigation of a 'live' event, using the MEDA investigation tool
- ▶ Preparation of Event Taxonomy
- ▶ Creation of Data Input tool
- ▶ Initial and continuation training for auditors
- ▶ Creation of bespoke SMS training courses
- ▶ Review of Caverton's HFDM manual and associated processes
- ▶ Airworthiness training – an introduction to essentials
- ▶ Investigation training and investigation review

## The Outcome

The project delivered a fully functioning SMS for Caverton Helicopters and a shared commitment across the organisation to making the Aim 4 Zero safety initiative successful. Improved levels of technical competence and awareness of safety management issues will ensure Caverton Helicopters are in a strong position to manage safety performance effectively.

Our aim was to provide Caverton with a demonstrable return on its investment in terms of both improved safety performance and improved business performance and we feel that this has been achieved.

## Summary of Baines Simmons services utilised

### Consulting support

Senior level consultancy support on a wide range of SMS, HF and Event Investigation principles, techniques and means of application.

### Training courses

A number of core training programmes were bespoke for Caverton to suit their individual requirements:

TR17 – Airworthiness Essentials for Aviation Professionals

TS30 – Effective Event Investigation