
066 – Norwegian Oil and Gas Recommended guidelines for flights to petroleum facilities

Translated version

PREFACE

These guidelines have been prepared by the Aviation Forum professional network. They have been endorsed by the Norwegian Oil and Gas Operations Committee, and have furthermore been approved by the director general of Norwegian Oil and Gas.

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These guidelines have been prepared with broad participation by interested parties in the Norwegian petroleum industry, and are owned by the Norwegian petroleum industry represented by Norwegian Oil and Gas. The latter is responsible for administering these guidelines.

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1 INTRODUCTION

1.1 General

These guidelines have been prepared for use by Norwegian Oil and Gas member companies and other corporate clients for offshore flights. The guidelines are intended for use in relation to the helicopter companies (helicopter operators – HOs) operating commercial flights on the Norwegian continental shelf (NCS), both under long-term contracts and on an ad-hoc basis. They also contain certain standards and requirements applicable to the client companies' own activities and to passengers in relation to transport to and from vessels and petroleum facilities.

The guidelines are intended to contribute to increased safety and passenger comfort during offshore flights.

This is done by coordinating company requirements for the HO, including requirements on technical, operative and operational standards and procedures. That will help not least to simplify the functions which passengers and the HO must perform during helicopter operation and in emergencies. The guidelines also include specific company requirements for helicopters and their operation. Coordinated requirements may also help to enhance efficiency and reduce flight-related costs.

The Norwegian Civil Aviation Authority (LT) is the supervisory and regulatory body for all Norwegian civil aviation. It is responsible for access control, audits and regulatory development, which also includes offshore flights. The activities of the HOs on offshore flights are governed by the LT's regulations.

These guidelines are not intended to replace statutory regulations governing helicopter operations, but include supplementary requirements where the industry has found these to be appropriate.

Offshore flight operations are also defined as part of the petroleum industry, which entails a special responsibility for the client companies to ensure that these operations are monitored and quality assured on a par with other offshore activities. The guidelines are intended to support client companies in discharging this "see-to-it" duty.

Achieving the purpose of these guidelines calls for harmonisation, coordination and overall follow-up by the client companies. This will be dealt with by relevant bodies in Norwegian Oil and Gas.

The client companies can make necessary exemptions from the requirements in the guidelines.

1.2 Definitions

Offshore flights

Commercial flights to and from helidecks on fixed and mobile facilities used for exploration/drilling, production and other activities related to exploitation of

petroleum deposits in the Norwegian exclusive economic area/continental shelf. See also the FOR-2009-05-14-604 regulations (corresponding to the BSL D 5-1 civil aviation regulations from the LT).

Helicopter operator (HO) A company which holds an air operator certificate (AOC) issued by the LT for offshore flights, and which is engaged in such flights on the basis of an agreement with one or more of the client companies.

Acas	Airborne collision avoidance system
ADS-B	Automatic dependent surveillance – broadcast
AF	Aviation Forum, Norwegian Oil and Gas
AOC	Air operator certificate
BSL	Norwegian civil aviation regulations
CB	Cumulonimbus clouds with lightning activity
CS	Certification specification
Easa	European Aviation Safety Agency
ELT	Emergency locator transmitter
FAR	Federal aviation requirements
FFS	Full flight simulator
FMECA	Failure mode, effects and criticality analysis
FOR	Norwegian regulations (available at www.lovdatab.no)
Fosa	Flight operations safety assessment
Heel/Exis	Helicopter emergency egress lighting
HFDM	Helicopter flight data monitoring
Hofa	Helicopter offshore operations (EU regulation 965/2012)
HTAWS	Helicopter terrain awareness and warning system
HTI	Helicopter-triggered index (planning tool)
HTL	Helicopter-triggered lightning
Hums	Health and usage monitoring system
IFE	In-flight entertainment
IOGP	International Association of Oil and Gas Producers
IR	Infrared
KPI	Key performance indicator
LT	Norwegian Civil Aviation Authority
LPV	Localiser performance with vertical guidance
Medevac	Medical evacuation
MFD	Multifunction display
NCS	Norwegian continental shelf
PC2e	Performance class 2 enhanced
SAR	Search and rescue

1.3 References

- BSL A 1-3 Regulations concerning notification and reporting requirements for aviation accidents and incidents, etc.
- BSL D 2-1 Operational regulations for commercial aviation with aircraft
- BSL D 2-2 Operational regulations for commercial aviation with helicopters
- BSL D 2-3 Regulations on helicopter offshore operations
- BSL D 5-1 Regulations relating to helicopter operations – use of offshore helidecks
- BSL-G 7-1 Regulations related to aviation weather services
- Easa OPS (EU) 965/2012 (Hofo)
- Regulations from the Petroleum Safety Authority Norway

2 REVISION HISTORY

The following changes have been made in revision 6:

The text of the guidelines has been generally adjusted and updated to reflect changes in relevant regulations and organisations. The following main sections have also been affected:

- 4.2 Adjustment to the requirement for independent inspection
- 4.5 Introduction of fatigue risk management
- 5.1.2 Adjustments to age restrictions and minimum requirements for experience
- 5.2.1 Adjustments to competence/experience requirements for technical personnel
- 6.3.4 Introduction of the concept of helicopter-triggered lightning
- 9.7 Introduction of main indicators
- 9.8 Introduction of procedure in the event of GPS jamming

3 OBJECTIVE

The overall objective of these guidelines is to enhance safety and comfort on offshore flights. Achieving this is sought through:

- coordinating requirements set by the operator companies for HOs, including requirements for technical support as well as operating requirements and procedures
- setting specific requirements for helicopters and associated operations.

4 ORGANISATIONAL REQUIREMENTS

4.1 The HO's organisation

The following requirements apply to the HO and its organisation:

- The HO's main office and organisation must be located in Norway, and the company must be registered in Norway.
- The HO must be able to demonstrate that its organisation and management are appropriate and correctly adapted to the size and scope of the activities on the NCS and the scope of work agreed with the client companies. This organisation and management must be located in Norway.
- The HO, through the general manager and/or accountable manager, shall be fully responsible for, and maintain control and overview of, all personnel taking part in the contractual work. The HO shall furthermore have an independent responsibility for performance of the work agreed with the client companies, including methodology and procedures for this.
- The helicopters to be used for offshore flights must be registered by the HO in Norway.
- The HO's responsible manager shall be approved by Norwegian aviation authorities, and have the necessary authorisations to ensure all operations and maintenance activities can be financed and carried out in accordance with the standard required by the aviation authorities and by the contracts with client companies.
- The HO must maintain a sufficient manning level with the necessary technical competence to comply with all maintenance requirements stipulated by the aviation authorities and the client companies, for all helicopters used for offshore flights.
- The HO must maintain all necessary operative support facilities at the main base in Norway in agreement with the scope of work defined by the agreements with the client companies.

4.2 Maintenance management

In its organisation, the HO must have personnel with enough expertise and capacity to process and manage work related to airworthiness, maintenance programmes, configuration and modification status and nonconformity procedures, and to render technical support to the production units. These personnel will also provide necessary professional advice to the company.

Independent inspection by a certified technician is always required following repair/replacement of critical components. Where permanent SAR helicopter bases offshore are concerned, however, the work may be checked by an educated and trained pilot.

4.3 Human factors

All technical and operational personnel at the HO must have completed the basic human factors training (minimum two days), and a continuation training programme must be established. At a minimum, the programme must include the following:

- behaviour
- interruptive elements
- responsibilities/pressure
- stress/workload
- cooperation/control.

This requirement also covers contractor personnel who spend more than 50 per cent of their working time in the HO's organisation.

4.4 Emergency preparedness exercises/drills

The HO must establish an emergency preparedness organisation and have a functional emergency preparedness tool in accordance with the aircraft management guidelines from the International Association of Oil and Gas Producers (IOGP AMG). The HO's emergency preparedness organisation must conduct relevant exercises/drills which, by agreement, must involve the client company's emergency preparedness organisation.

4.5 Fatigue risk management for pilots and technicians

The HO must establish a system for fatigue risk management based on the principles in the ICAO FRMS document 9966 and the ICAO's *Fatigue Management Guide for Airline Operators*.

5 COMPETENCE REQUIREMENTS

5.1 Helicopter crew

5.1.1 Competence

In addition to the requirements set by government regulations and the operators, helicopter crews on offshore flights must have the following qualifications:

- crew stationed offshore must have completed the basic safety training course, see *002 – Norwegian Oil and Gas guidelines for safety and emergency preparedness training*
- a helicopter underwater evacuation course.

5.1.2 Experience

Helicopter crews on offshore flights must have the experience described in the IOGP aircraft management guidelines.

The following additional requirements apply for the NCS.

- No pilot must operate more than two different types of aircraft/helicopters or variants.
- If a pilot is to operate more than one helicopter type during a working day, the HO must have a procedure which regulates planning of the transition between the helicopter types/variants.
- The minimum crew on offshore flights is a commander and a co-pilot.
- If one of the pilots has restrictions on their medical certificate, they can only fly with another pilot without restrictions on their medical certificate, and the latter must be below 60 years of age.
- Competence for SAR crew: all crew members must undergo a qualification programme tailored to their previous experience. This programme must be approved by the LT. The commander must have a minimum of three years of relevant SAR experience.

Minimum experience for a helicopter pilot

	Multi-engine > 5 700 kg max all-up weight (MAUW)	Multi-engine < 5 700 kg MAUW
CO-PILOT QUALIFICATIONS		
Experience		
Total hours of offshore experience before operating under night conditions:	100	100
Total hours of offshore experience before landing on moving helideck as flying pilot:	200	200
Total hours offshore experience before flying without instructor, training captain or senior commander: ¹	200	200

¹ Required min experience for instructor/training captain/senior commander: > 5 700 kg: 2 000 hours as commander on type: < 5 700 kg: 1 000 hours as commander on type.

5.1.3 Simulator training

Simulator training for the pilots, full flight level D (including chin-bubble visuals), must be conducted at a minimum every six months, and must comprise a minimum of eight hours of crew time per session. SAR pilots must also have two hours of additional SAR crew training time every six months. The simulator and the HO must also meet the following requirements:

- the simulator must reflect the helicopters specified in the contract with regard to cockpit layout and instrumentation
- the simulator must be able to recreate, and the training must cover, the flight structure of the contract and relevant types of landing objects with movement patterns, as well as weather/light conditions and training in night landing
- of the eight hours of crew time, a minimum of three hours must involve development training linked to relevant operations/emergencies/incidents, etc
- the HO must also facilitate necessary additional training for individual pilots, and must describe this in its management system
- the HO must develop and implement the training programme itself (under its own type rating), tailored to the client company's operations, and crew resource management (CRM) must be part of the training
- the training programme must be updated annually on the basis of experience acquired from operations and from HFDM data
- the HO must develop and use instructors from its own AOC organisation who have a minimum of five years of offshore helicopter experience from the NCS.

5.2 Technical Personnel

5.2.1 Competence/experience

Technical personnel must have the experience and competence described in the applicable IOGP aircraft management guidelines.

The following points will also apply for the NCS.

- A programme for basic and maintenance training must be established for all certified technicians performing maintenance. This is intended to maintain and update their knowledge of technical systems (applicable for all equipment, including the health and usage monitoring system (Hums), the automatic dependent surveillance – broadcast (ADS-B) system, de-icing equipment and so forth) and quality systems/procedures. Adequate continuation training must be provided, including a minimum of two days of classroom training per year with a minimum of one day devoted to refresher training and updating on the helicopter type. If technical personnel are authorised for more than one helicopter type, or if major updates and modifications have been carried out, the duration of the continuation training must be increased accordingly.
- Continuation training for B1 and B2 technicians must also include annual use of the simulator or a more appropriate and customised technical system simulator for a minimum duration of two hours. The aim will be to ensure better system understanding related to all equipment installed in helicopters used on the NCS. The training must be based on a documented training programme.

6 OPERATIVE REQUIREMENTS

6.1 Last-generation helicopter technology

All contracts for transport of personnel must use helicopter types built in accordance with FAR/Easa-CS29 (post 1 January 2000 amendment standard).

6.2 Criticality analyses

Detailed criticality analyses (FMECA or equivalent) must be conducted before introducing new helicopter types or implementing major modifications.

6.3 Weather conditions

6.3.1 General

The HOs must jointly define identical weather restrictions for their operations to/from facilities on the NCS.

6.3.2 Wind restrictions on the helideck

The maximum wind speed for passengers on the helideck is 60 knots, including gusts. An individual assessment must also be made for each facility. In emergencies where life and health are at stake, landing on a helideck must be evaluated in each case with regard to the prevailing wind conditions.

6.3.3 Lightning/helicopter-triggered lightning/cumulonimbus (CB)

When planning flights, the HO must obtain relevant weather data, including lightning registration data, and take account of warnings of and known CB activity. The HO must have access to operative systems which record and interpret such forecasts. It must establish procedures which provide clear and unambiguous restrictions on helicopter flights during CB activity, including the use of alternative flight patterns in order to avoid this and interruption of flights in the event of specific activity.

A flight must maintain a minimum distance of 10 nautical miles from any CB activity.

The HO must also consider the danger of HTL. A notification tool must be used which can notify a heightened risk for this phenomenon. Similarly, the HO must have procedures which specify how such notifications are to be interpreted. No operations must take place in areas where the danger of HTL is high.

6.3.4 Operational night flying restrictions (civil twilight table to be used)

- Night operations to vessels with a bow-mounted helideck (category 1) are not permitted unless they are conducted in accordance with the special procedure described in BSL D 2-3. The vessel must be rotated at least 30 degrees out of the wind to ensure good visual references for landing.
- Night operations must not be carried out on smaller vessels (categories 2 and 3).

- Flights to cold installations/loading buoys must be regarded as special operations and only undertaken if a detailed risk analysis has been conducted and mitigating measures implemented.

6.4 Special missions

In addition to governmental regulations, the HO must have a handbook system with procedures for special missions. At a minimum, the procedure must define the requirements for:

- risk assessment
- division of responsibility
- training programme for helicopter crews and ground personnel.

The client company must be informed when the procedure is utilised and receive a copy of the risk analysis after this has been approved/signed.

6.5 Medical evacuation/ambulance flights

The HO must draw up Medevac procedures which must be known, assembled in one place and easily accessible during all flights for the client companies. These procedures must cover the following circumstances.

- General: definitions, information about physician/medical arrangements, possible wind and weather restrictions, notification plans, responsibility for briefings, responsibility for redefining to ambulance flight, and so forth.
- Pre-flight: equipment, briefings, communication and so forth.
- During the flight to the facility: briefings, communication, restrictions and so forth.
- Landing on the facility: information for the commander on the passenger's status (psychological condition, for example), briefing of medic and physician, restrictions, stretcher placement, responsibilities, use of medical equipment, list of approved electrical ambulance equipment, communication and so forth.
- Landing at the airport/hospital: restrictions, approach maps for relevant hospitals/helipads, communication, normalisation and so forth.
- Training: The company's basic ground and annual training programmes must include the practical assembly of a stretcher as well as a review of the logistical and procedural aspects associated with a Medevac operation.

6.6 Operational restrictions

Helicopters must always carry sufficient fuel to reach land with the required reserve quantity, with the exception of shuttle/special flights where operation is permitted in accordance with the HO's own approved procedure.

6.7 Automatic approach

The helicopter must be equipped and certified for automatic approach, and the pilots must be qualified for these types of operations.

6.7.1 Approach to the helicopter base's airport

The HO must be able to carry out a satellite-based approach (RNP APCH) with vertical guidance (APV) in accordance with the following specifications:

- APV SBAS in accordance with AMC 20-28
- APV Baro-VNAV in accordance with AMC 20-27
- RNP AR in accordance with AMC 20-26, and (when available) carry out the relevant approval process (Fosa) in accordance with guidelines issued by the LT.

6.7.2 Approach to an offshore facility

The HO must normally operate fully coupled in all phases of the approach. Furthermore, the fully coupled function must be used under night conditions/ reduced visibility in the visual phase until immediately before landing on the helideck.

7 TECHNICAL REQUIREMENTS

7.1 Flight surveillance

The helicopter must also be equipped with a functional Iridium satellite flight following system, with an updating frequency of at least every two minutes. All flights must be actively monitored by the HO throughout their duration.

7.2 Health and usage monitoring system (Hums)

The helicopter must be equipped with a system for monitoring safety-critical parts of the helicopter with the aid of a Hums with assigned altitude deviation (AAD) or similar functionality. Should the system not be factory-installed/approved, this must be approved in advance by the client company. The Hums must be operative on the same basis as other systems in the helicopter and included in the minimum equipment list (MEL).

The HO must have established a system (requirements and procedures) for Hums operation. Its operations organisation must have employed or secured access to specialist expertise and capacity for operating the system, and be able to provide necessary professional support and guidance to technical personnel in the event of reporting errors from the system. Operation and maintenance of Hums must be described in the HO's governing documentation and must, at a minimum, cover the following:

- description of responsibilities for operation and maintenance of the system
- procedures for operation of Hums
- definition of the system in the helicopter's MEL
- programme for periodic maintenance of Hums
- description of how the system sets alert levels and who can authorise changes
- description of the system for and operation of the trend analysis tool for analysing monitoring data from the helicopter's critical components, and the procedure for how this is reported and corrected.

The following general requirements are specified for Hums functionality.

- Hums must be operative on departure from the main base
- Operation from an offshore base is restricted to 25 flying hours. Stricter requirements may be imposed in areas where a high level of attention is required. A procedure must be in place for reporting events or trends to the manufacturer, as well as documentation of how this is solved.
- Downloading and initial analysis of Hums data from the helicopter must be carried out at a minimum before every take-off from an onshore base.

7.3 PA announcements

The helicopter must always be equipped with a permanently installed public address (PA) announcement system, which has a sufficient number of loudspeakers in the cabin. It may also have a PA system or combined in-flight entertainment (IFE)/PA system with infrared (IR) headsets.

The PA system must function as intended, with announcements from the pilots being audible at all times to all passengers on board, regardless of whether they use the above-mentioned headsets.

7.4 Helicopter flight data monitoring (HFDM) system

Functional flight data monitoring is required in all helicopters used for carrying passengers. The HO must have in-house expertise and capacity for interpreting and communicating operative data. Trend monitoring must be carried out and presented to the company and the HO's FDM review board at least every quarter.

7.5 Helicopter terrain awareness and warning system (HTAWS)

The helicopter must be operated with HTAWS. This system must be operative on departure from the main base.

7.6 Airborne collision avoidance system (Acas)

Acas II is required, with the presentation integrated in the multifunction display (MFD). This system must be operative on departure from the main base.

7.7 Camera monitoring of external area

A camera is required to provide a video feed from areas essential for flight safety, with the image presented in the cockpit.

7.8 Rescue equipment

The helicopter must be equipped with the following rescue equipment during flights over the open sea:

- accessible manual release mechanism for life rafts when the helicopter is floating upside down in the sea
- automatic release mechanism for floatation gear
- the ELT in life rafts must not be the smart type.

7.9 Approval of passenger equipment

The HO is responsible for verifying that safety equipment fitted to survival suits and/or permanently accompanying the passengers does not represent a potential safety hazard for helicopter flights.

7.10 Noise

The noise level in helicopters must not exceed 85 dBA. This level must be measured in the cabin, under the rotor head and at head height.

8 OPERATIONAL REQUIREMENTS

8.1 Cargo in helicopters

8.1.1 General

Restrictions described in this section apply to all types of helicopters. Cargo to be transported by helicopter cannot exceed 15 kg per package. Heavier items must be split up. An exemption from this maximum can be given for priority cargo. It must then be specially labelled as heavy cargo, with the weight specified for each package, and the facility notified.

8.1.2 Cargo and passengers together in the helicopter cabin

As a general rule, cargo must not be placed in the helicopter cabin during passenger flights. Should an exemption be granted, the following will apply:

- priority cargo only
- no cargo must be placed in front of the helicopter cabin's door(s)
- cargo must not block the helicopter's main emergency exits in that part of the cabin where passengers are seated
- cargo must not be placed so that passengers lack direct access to alternative emergency exits (push-out windows), and passengers cannot be seated where the adjacent push-out window is blocked or where cargo obstructs free access to the nearest push-out window
- cargo must not be placed in the aisle, with the exception of tubes with a diameter of up to 10 cm
- cargo must not obstruct access to emergency equipment
- cargo must be secured in accordance with the strictest regulatory requirements
- cargo must primarily be placed in front of the passengers in the cabin.

8.2 Baggage-free cabin

Passengers are not allowed to bring hand baggage, loose equipment or headgear into the helicopter cabin. Exceptions are paper magazines and newspapers which can be placed in the survival suit pocket. If a mobile phone is brought into the cabin, it must be turned off the whole time and kept inside the survival suit.

8.2.1 Transport of cargo in passenger seats

The following restrictions apply if cargo is placed in a passenger seat:

- a maximum of one package per seat, with a maximum weight of 80 kg

- the cargo's external dimensions must be smaller than the seat's width and height
- in addition to the seat belt, the cargo must always be secured with a strap or cargo net, or by other approved means.

8.3 Safety briefing

The HO must provide a standard safety briefing before each helicopter departure from the land base. In addition to relevant requirements specified in BSL D 2-1, this briefing must, at a minimum, cover the following:

- survival suit and its correct use
- helicopter type
- boarding/disembarking and danger zones during boarding/disembarking
- baggage-free cabin (see section 8.2)
- rescue equipment, location and use.

Information specific to the client company must not be included in this safety briefing. No information unrelated to helicopter transport must appear in the departure lounge at the helicopter terminal. The safety briefing must be approved by the client company.

8.4 Ventilation

Helicopters must be equipped with a functional heating and ventilation system. All new helicopter models must also be equipped with an air-conditioning system. The helicopter must also be fitted with adjustable ventilation nozzles for each seat.

8.5 Evacuation routes

Helicopter emergency exits must comply with BSL D 5-2/Easa-CS29. Other windows in the cabin must have a pop-out function, with the exception of emergency exits.

8.6 Loose objects in the cockpit

The HO must ensure that the helicopter has arrangements for securing loose objects in the cockpit.

8.7 Survival suits

8.7.1 Passengers

Passengers must wear survival suits during all offshore flights. The suit must comply with the most recent Norwegian Oil and Gas standard. SPA.HOFO.165 (i) must be observed where medically incapacitated passengers are concerned.

8.8 Use of hard hats

Passengers are not permitted to wear hard hats in the helicopter cabin. These must be placed in their baggage.

Helideck crew in transit to unmanned facilities are exempted from this rule.

8.9 Size and weight of personal baggage

The size of bags or other items brought as personal baggage must not exceed 30 x 50 x 60 cm. The weight per item must under no circumstances exceed 10 kg. Heavier baggage will be rejected at check-in.

9 REPORTING OF NONCONFORMITIES

9.1 General

A nonconformity is defined in this context as a condition, including accident, incident, damage or injury, defined in but not limited to BSL A 1-3, which delays one or more flights for the client company, as well as a condition/incident during or in connection with a flight which does not comply with regulations or normal practice in such a way that the passengers (on board the helicopter or waiting in the helicopter terminal/on the platform) are likely to be left with unanswered questions, a feeling of insecurity or a sense of anxiety because of the nonconformity.

9.2 Delays

Planned/expected delays, 15-60 min

Reported verbally to the specified contact in the client company, and confirmed by e-mail with details of the cause and the action taken. Reported verbally to the passengers with cause, measures taken and estimated new departure time.

Delays, exceeding 60 min

Reported in writing by e-mail, indicating the consequences this will have for other flights that day. Passengers updated on a continuous basis.

9.3 Measures following a nonconformity

The client company has the right to participate as an observer in the investigation established by the HO following nonconformities related to flights for the client company. The latter has the right to participate in that part of the investigation which aims to establish the causes and arrive at measures to prevent a recurrence.

Immediate reporting

The commander gives a short briefing to the passengers about the nonconformity, detailing its cause and the measures taken. When landing on the facility/at the heliport: where relevant, passengers are given supplementary information immediately.

Verbal information is given immediately by the duty officer/operations room. Written information follows as soon as possible within normal office hours, unless otherwise agreed in each case.

Further follow-up after a nonconformity

The contact at the client company will receive written updates on a continuous basis. Delays and incidents are fixed agenda items in operations meetings, and are followed up as required.

9.4 Information strategy

9.4.1 Technical helicopter incidents

In the event of incidents, the HO must ensure the provision of good and rapid information to the client company, as well as to unions and contractors.

A precondition is that the strategy meets a need for rapid and accurate information without burdening the HO's key operative and technical personnel beyond the acute phase. This is because of aviation safety considerations, since extra burdens on such personnel may raise the threshold for returns for technical reasons and reduce the attention being devoted to ongoing flying operations and technical work.

The information strategy will normally cover only those cases which require that a helicopter, with passengers, must return to base, or which arise en route to the base, owing to a technical or operative incident caused by conditions which may cause concern to the passengers and/or the client company's personnel.

This process is divided into two phases: acute and regular information.

Acute information phase

The pilot gives the passengers a detailed briefing after landing.

The HO informs the client company in writing as quickly as possible after the incident, with an explanation of the incident and an evaluation of its potential.

The client company ensures that this information, with any necessary supplementary details, is communicated to

- departure bases (or bases) (posted on boards accessible to all or displayed on screens), and the facilities (including contractor companies)
- management, safety delegates and unions
- other relevant operator companies through the AF .

Regular information phase

The client company ensures that updated information on the incident(s) is distributed to all parties/locations which were informed during the acute information phase.

The HO publishes information about the incident, including press releases, on its website.

Experience has shown that good information distributed quickly to all parties may eliminate the need for key personnel to provide information on facilities and at the heliport after the incident(s).

In the event of significant/major incidents involving several client companies and/or HOs, Norwegian Oil and Gas can be utilised, with support from technical experts in the client companies/HOs, to ensure information is provided efficiently to all relevant parties.

9.5 Reporting of oil spills

Transport, shuttle and SAR helicopters must report oil spills from facilities and associated satellite fields, and in areas around subsea liquid transport systems. Such reports are made by radio to the nearest facility, with details of the slick's extent, colour and position.

9.6 Reports/evaluations

The HO must prepare evaluation reports on safety equipment/safety-related issues (experiences and improvement proposals) at the client company's request.

9.7 Reporting of main indicators

The HO must report main indicators in accordance with the list in the appendix.

9.8 Interference related to military air operations

The HO must keep itself informed about planned military exercises and take measures to prevent operational conflicts with military aircraft while these are taking place.

In the event of GPS jamming, the HO must assess the risk and inform air traffic control as well as Norwegian Oil and Gas in the person of the AF chair.

APPENDIX 1– MAIN INDICATORS

KPI	Description:
1	Event indicator 1 – serious incidents – per 100 000 flight hours and per 1 000 000 person-flight hours (RNNP)
2	Event indicator 2 – number of incidents per 100 000 flight hours by shuttle and crew change (RNNP)
3	Event indicator 2b – number of incidents by phase of flight preliminary risk rating (PRR), medium or above (RNNP)
4	Event indicator 3 – helideck phase, number of incidents by category PRR > 4 (RNNP)
5	Departure reliability (%)
6	Reporting frequency (ASR, FOR, GOR, etc.) (/1 000h)
7	MEL release (/1 000h)
8	Robbery (/1 000h)
9	TRI and LTI
10	Sick leave (%)
11	Return to base (RTB), including causal factors