

<b>Safety Recommendation Number:</b>	IRLD2021010
<b>AAIU Event Reference:</b>	IRL00917016
<b>AAIU Report Number:</b>	2021-008
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<b>Safety Recommendation Status:</b>	Implemented, closed

**Safety Recommendation:**

CHCI should, with input from its parent company, review its organisational structure, secondary duty model, staffing levels and personnel training, for its operations and support functions, to ensure that there are sufficient resources available to discharge all necessary responsibilities, safety management oversight, and the drafting, approval and management of documentation.

**Response:**

On 01 February 2022, and in subsequent engagement with the AAIU, the Operator provided the following response to this Safety Recommendation:

"The operator has carried out a full review of the organisation structure, secondary duty model, staffing levels and personnel training, for its operations and support functions. With input from its parent company, the following have been implemented:

1. Dedicated Base Administrator's (BA's) for each base have been employed. These provide additional support to reduce the day-to-day base administrative tasks for the operational crew and provide redundancy for local base tasks.
2. The Safety & Quality team have added an additional full-time resource to give dedicated Safety Assurance Officers for engineering and for operations.
3. A full time resource has been recruited for the position of Manager of Ground Operations (MGO).
4. Dedicated rostering personnel have been employed to produce, publish and manage crew rosters. These staff report to the MFO and MGO.
5. CHC Flight Standards support the drafting, approval and management of documentation. They make available qualified S92 technical pilots for the review of changes along with technical writers to implement amendments and manage all manuals.
6. A new management structure for technical crew was implemented including the:
  - a. Recruitment of a Technical Crew Manager
  - b. Appointment of a Chief Crewman Standards and Chief Crewman Standards Medical.
7. A dedicated Safety Equipment Officer has been appointed to manage safety equipment on full time basis.

8. A dedicated Flight Operations Specialist (FOS) with a pilot background has been appointed to support flight operations with a particular emphasis on writing work instructions, and the development, management and control of Route/Role/Area and aerodrome/operating site instructions and information. The FOS reports to the MFO.

When personnel are off-shift or otherwise engaged in their primary SAR duties, the line manager assuming responsibility and oversight assures redundancy.

The operator is satisfied, that sufficient resources are now available to discharge all necessary responsibilities, safety management oversight, and the drafting, approval and management of documentation. The Operator constantly reviews its operation to ensure sufficient resources are available. The only secondary duties carried out by operational crew are those critical to the role."

**AAIU Comment:**

The AAIU Notes the Operator's response of 01 February 2022.

In particular the AAIU notes the Operator's statements that 'When personnel are off-shift or otherwise engaged in their primary SAR duties, the line manager assuming responsibility and oversight assures redundancy', and 'The only secondary duties carried out by operational crew are those critical to the role.'

In addition the Investigation notes that, in relation to the Safety Recommendations made to the Operator, the IAA informed the Oireachtas Joint Committee on Transport and Communications that 'the IAA will track these recommendations and ensure that they are appropriately implemented.'

The AAIU considers the status of this Safety Recommendation to be 'Implemented, closed'.