



# Maritime Helicopters

## Third Quarter 2019 Quality & Safety Notes



### What we did right this summer.

There were several days this summer when all nineteen aircraft were busy working! That's a great accomplishment. We had some work on fires, some new North Slope customers and a very diverse customer base overall.

Most of our incident/accident data shows that our FIRs and GORs were not human factors caused and most had to do with minor aircraft maintenance problems. However, there were some customer issues with aircraft damage that we have to be mindful of. Please try to make sure that customers are getting good passenger briefs which include what they can and can touch in the aircraft!

Projects up North for Exxon & Oil Search Inc. have led to a greater scrutiny from those company's auditors. We've all been getting used to iAuditor which will be used to meet several inspection criteria for those and other customers. Great job by most sites in getting monthly inspections completed! Besides iAuditor, we've added more companies to our ISNetWorld account for quality/customer requirements. All of that takes more of everyone's time. But it's all part of keeping the customers happy.

### What needs a little work?

Holy Cow! I have heard every excuse under the sun now, for why people aren't doing power checks each day when they fly. I've heard "in my old company, we only did those on Wednesdays". I've heard on a crystal clear day that, "it's pretty hard to get up to 6,000 feet sometimes to get the Power Check to properly graph on the Bell 206 chart."

For whatever reason, nobody likes doing engine power checks. We're in the days of smartphones, where you can hand your customer the camera and say, "Take a picture of these gauges when I get my power check set up (55knots, 90 or 100 percent torque on the B206)" Take the picture back to the office and look at the Torque, NG, PA, both Temps. If it doesn't chart, put your information down and leave the result block blank or say, "didn't chart". It's just that simple. It is part of the job.

I'm seeing quite a few flights where there are no fuel samples taken. Once again, besides being the single, simplest thing to keep yourself safe in the air? It's part of the job.

A couple of things that I have seen which are policies that haven't been written, but soon might have to be because we've kinda thrown them out as strict guidelines. One: we don't use power on the tugs once the tug is under the

aircraft. It's a bit of a workout, but damages left aircraft. Yes, I understand that sometimes on an uphill or in a pavement crack, that you might have to goose the tug-a-lug a little bit, but 99% of the time, pushing the tugs is easy enough.

Two: Once you are in the hangar with the tug-a-lug, the slow speed will be used. Once again, sometime you have to goose it a bit to get over the door tracks, but we don't need to be using the high speed in the hangars.

The auditing stuff will always need improvement. iAuditor is working, but we still miss a few inspections. Exxon is hot and heavy on this quality audit program issue.

## Annual Training for Alyeska & Others

Starting the week of 14 October, I'll be conducting the Red Cross First Aid/CPR/AED course again in Fairbanks (dates for Homer TBD). In addition, because several of our customers have required Safety Management System training on a number of topics, we are going to have to also cover Behavior Based Safety, Bloodborne Pathogens, Driving Safety, Fatigue Management, Fit for Duty, Hazardous Communications, Heat Illness Prevention (really?), Incident Investigation and Reporting, Ladder Safety, Noise Awareness, Personal Protective Equipment, Short Service Employee Programs, and Emergency Response Planning.

I am not kidding. I will try not to make these too painful. See you in a couple weeks. **(Hey! You get a CPR card out of the deal!)**



## More iAuditor fun

The iAudits are coming more and more regularly, so thank you. This is still such a work-in-progress. I have backed off having a Remote Station audit done at every shift change until we can work out, regular, monthly iAuditor Inspections. A prime thing to remember is that when you receive an email saying that you have an audit due, to begin it almost immediately. You can pause it if you don't have time, but if you don't start it in the short window allowed, then it goes down as a missed inspection.

## FIRs/GORs for 3<sup>rd</sup> quarter 2019

### FIRs

#### 201909 6/23/2019 312MH Bell 407

Following the completion of a pipeline restart inspection on the north end of the GRB section, pilot was approaching the West Ramp of PAGK from the West (Normal Procedure) when he noted that an AS350 was positioned on the ramp to the North (left side) of his approach path, and facing West with the blades turning. At that point he was about 1/2 mile out and made the first of three calls on 122.9 requesting the AS350's intentions. Pilot received no response. At about a 1/4 mile out the AS350 pickup into a hover and taxied across my approach path to the refueling point and landed. I completed my approach and hovered taxied into the refueling point with caution as the other helicopter still did not return any of my transmissions. Upon my landing the pilot noted my presence with a somewhat alarmed look on her face. I politely informed the pilot that having the radio turned on was a good idea. The pilot did state that the

radio wasn't turned as she was only "repositioning for fuel". We discussed the need to transmit our intentions all the time and I informed her that Gulkana was a very busy little airport and that you need to be continually vigilant, both for helicopters and fixed wing. Our conversation was friendly with no animosity and I think it can be qualified as "A lesson learned and I won't do that again" exercise.

*(Sometimes the soft, on the spot correction works the best! Good Job, Mike!)*

**201910 7/1/2019/0930 315MH B206L1**

Pilot Communications inop after startup. Customer was delayed while maintenance replaced the transmit switch (delay not mentioned on FIR, need to keep capturing the actual customer delays on these so we know for future use in customer relations.)

*(You do realize that when I ask for these things to be as complete as you can make them, that it isn't because I love incident reporting? Right?)*

**201911 6/22/2019/1600 328MH (B412) Tail rotor gearbox and awful shipping issues**

Tail rotor, 42 degree gearbox, grease coupling found leaking on preflight. Seal was removed for replacement. Due to transportation delay of parts, Customer (oil Search Inc.) was delayed 24 hours. Parts were sent from Fairbanks, Alaska Airlines Goldstreak bumped the parts and the customer was delayed. In addition, there was some confusion about the update gearbox build parts which caused some delay.

*(What can I say about this one? We have to use a lot of differing methods to get parts from place to place here. Goldstreak usually does a pretty good job. But we might all consider that when parts are needed for an Aircraft-On-Ground situation, that hand carrying parts and a bit of coddling of transportation folks at our terminals might be needed)*

**201912 7/12/2019/0930 309MH (B407)**

After lifting off from a Forest service site, both the FADEC FAULT and RESTART light came on. Pilot returned to the Maritime Maid. The faults were cleared by the mechanic, but on the ground run, both lights illuminated again. Faults were cleared a second time but then illuminated on the subsequent flight.

Replaced FOST (bulkhead pin filter) adapter. Aircraft returned to service.

**201913 6/28/2019 312MH (B407)**

While in flight, the front passenger repositioned himself in the seat and pushed on the pedals for "assistance" when the left pedal mount broke. Pilot had the passenger pull the pedal and link clear of the tail rotor bell crank and returned to base station. Removed TR pedals on Co-Pilot's dual control assembly to avoid contact with bell crank. Placed item on NEF discrepancy list IAQ MHI NEF Program. Replacement parts were ordered.

Removed TR pedals on Co-Pilot's dual control assembly to avoid contact with bell crank. Placed item on NEF discrepancy list IAQ MHI NEF Program. Replacement parts were ordered.

*(It's a tough thing to get across to people on the passenger briefing that these are aircraft, not farm trucks, and that you just can't push, pull, or brace yourself on any surface.)*

**201914 Date? Tail Number? Bell 407 (BOMBS AWAY!)**

The reason that I'm leaving the heading on this incident blank, is that I never actually received the FIR. In late June, while working a fire, the pilot did a release of the entire cable and bucket, instead of just opening the water bucket. This isn't the first time this has happened and it won't be the last. But you just have to hope that if you let the bucket go, that it isn't damaged in the process. In this case, the water bucket was totaled and could be \$20 Grand\$ (\$20,000.00!!!!) to replace!

Every time we hop into a new aircraft, we have to take the time to look at the controls for various mission systems and understand them before we go out to work. This whole, "what's the left hand doing and what's the right hand doing?" event gets confusing. No different than jumping into a rental car and blazing off onto the Los Angeles traffic without trying out the basic controls of the car and setting the mirrors. There are certain things that will get confusing when the moment of truth comes...

*(We also still need to do a better job of reporting these incidents as they happen. The FIR is on the Maritime Portal under the Safety Tab, as well as there is a hard copy in the aircraft logbook cans. Help me out here folks!)*

## GORs (THAT'S GROUND OCCURRENCE REPORTS IF YOU HAD FORGOTTEN!)

### 201905 8/21/2019/1900 N320MH (Fuel Spill in Hangar)

On the Koala, the mechanic had the task to replace the fuel boost pump. Somehow he convinced himself that he could do the remove & replace job without draining the fuel system. That didn't work too well. Approximately 40 gallons of Jet-A was spilled onto the hangar floor. Between the hangar staff and our personnel, the fuel spill was contained and cleaned up without exiting to the environment, so Alaska DEC did not have to be called. The only cost was a lot of cleanup material, disposal costs and about \$250.00 in Jet Fuel.

(WE have to do better on reading the tasks right out of the computer. There wasn't any doubt on this one. It said, "drain the fuel tank")

### 201906 Bell 412 Emergency Float Test

During the 2 year special inspection of the emergency float system, when the manual release handle was pulled, the cable attaching the handle to the float valve broke. Upon inspection of the cause of the manual release cable breaking, Mechanic noticed that the bell-crank that is mounted by the side of the pilot collective stick was contacting the floor making it difficult to pull the release cable. He attempted to pull on the release cable forward of the bell-crank and found that the float valve lever still would not actuate. Another mechanic noticed while that when someone was pulling on the cable that the float valve lever was jamming up on a screw that was installed in the float valve clevis. This screw was installed at the manufacture as a safety to prevent inadvertent discharge of the valve assembly. Once the screw was removed, the mechanic was able to pull on the manual release cable and deploy the emergency floats. Once the floats were fully inflated he noticed that the LH mid float bag did not deploy properly and was wedged up under the flight step. After about 20 minutes of the floats being inflated, the LH mid float bag ruptured, splitting the aft chamber of the mid float bag open. Mechanic also noticed that the RH aft float bag was leaking air out of the forward chamber. The cause of the leak on the RH aft float bag was due to the bag contacting a clamp on the aft crosstube, which is used to secure the float lines to the crosstube.

Removed RH aft float bag and sent out for repair. Removed LH mid float bag and ordered replacement float bag. Ordered new manual release cable for float system. Informed all maintenance personnel that when performing the manual release test of the float system, insure that all safeties installed on float system have been removed and that all the hardware for mounting the floats to the aircraft are properly installed to prevent damage to floats.

*(We've all stared pretty long and hard on this one in Fairbanks. On one hand, it's a new aircraft with new systems. But on the other hand, there are sometime things that just aren't in the book such as the clamp which installed normally (hardware UP) then you will pop a hole in the float. We're having some toolbox talks on the "tribal knowledge" portions of this float system, but since the 412s also work down in Homer, maybe one of the Fairbanks mechanics can travel down there the next time Homer works on the floats. We've got to capture the history here!*

## Initial Quality & Safety Training Required!

These individuals still need initial Quality and Safety Training

|                          |                                                                 |
|--------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Scott Dye       |
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Marcus Roulet   |
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Anthony Shangin |
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Bruce Cummings  |
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Ryan Porhola    |
| <input type="checkbox"/> | <b>Schedule New Hire Safety Briefing -</b><br>👤 Sarah Raffaelli |

## ISNETWORLD (A quick primer for highly inquisitive Maritime employees)

Just because many of you don't deal with the customer quality requirements, I thought I'd attach a couple of screenshots from my favorite (*personal secret...not my favorite*) company: ISNetworld.

The company lauds itself as a third party, who is a: **Global Leader in Contractor Management Services**  
**ISNetworld is an online contractor and supplier management platform of data-driven products and services that help manage risk and strengthen relationships. ISNetworld helps reduce unnecessary duplication associated with traditional qualification processes.**

All that means is they compare our customer quality goals and processes to ours and send us nasty emails if we don't look identical to those customer's. If you don't think that "Quality" is graded, take a look at our report card. Down the right side of the following screenshot, you can see our customer whom use ISN and the grades we currently have. But this isn't like High School...If you don't have As or Bs, you can lose work for those customers. Everything we do goes into these grades, from accidents and incidents, to our self-auditing programs (Hale! iAuditor!), our OSHA statistics (don't run with scissors!), and our insurance experience rates.

The screenshot displays the ISNetworld user interface for a user named Dennis Busch, associated with Maritime Helicopters (400-226943). The interface is in English and includes a Help Center and Log Out option. The top navigation bar shows the Maritime Helicopters logo and the user's profile information.

The main dashboard features three key metrics: 3 Connected Clients, 12 Active Employee Profiles, and 155 Unread Messages. A section titled "My To-Do List" includes tasks such as Company Information, Employee Information & Training, Document Center, Questionnaire, and Review & Verification (RAVS). The "My Clients" section lists various clients and their associated grades, including Alyeska Pipeline Service Company, Andeavor, Kenai Refinery, Logistics, Oil Search Alaska, and Oil Search Alaska.

The "My Clients" section also includes a search bar for Client/Site and a dropdown menu for All Grades. The client list shows the following grades:

| Client                           | Grade |
|----------------------------------|-------|
| Alyeska Pipeline Service Company | A     |
| Environmental                    | A     |
| OHU                              | A     |
| SPM Reporting                    | A     |
| Training                         | A     |
| Andeavor                         | A     |
| Kenai Refinery                   | A     |
| Logistics                        | A     |
| Oil Search Alaska                | A     |
| Oil Search Alaska                | A     |

The bottom of the page features a footer with the text "© 2019 ISNETWORLD CORPORATION" and a link to "Email Us".

The screenshot of ISNetworld below, show the types of programs which are analyzed for one customer (in this case, Alyeska Pipeline Service Company). As you can see by the third column which shows the status of our programs, compared to Alyeska's, these statuses are always in a state of flux. The customer can add or subtract a program and to put it simply, we have to jump. ISN can find a deficiency, they can give us an exemption on programs we don't need, like Ammonia Awareness, or they can tell us we have to make our programs look like our customers.



 Dennis Busch
 Maritime Helicopters (400-226943)
English
Help Center
Log Out


|                                                               |    |                   |                                                                                                    |
|---------------------------------------------------------------|----|-------------------|----------------------------------------------------------------------------------------------------|
| Ammonia Awareness                                             | US | Exemption Granted |                 |
| Behavior Based Safety                                         | US | Deficiency Found  |                 |
| Bloodborne Pathogens                                          | US | RAVS Verified     |                 |
| Cold Weather Safety/Cold Stress                               | US | RAVS Verified     |                 |
| Disciplinary Program                                          | US | RAVS Verified     |                 |
| Driving Safety                                                | US | Exemption Granted |                 |
| Fatigue Management                                            | US | RAVS Verified     |                 |
| First Aid                                                     | US | RAVS Verified     |                 |
| Fit For Duty                                                  | US | RAVS Verified     |                 |
| Hazard Communication (HazCom)                                 | US | RAVS Verified     |                 |
| Heat Illness Prevention                                       | US | RAVS Verified     |                 |
| Incident Investigation                                        | US | RAVS Verified     |                 |
| Injury / Illness Recordkeeping                                | US | Revalidate        | <div>Yes</div>  |
| Ladder Safety                                                 | US | RAVS Verified     |                 |
| Noise Awareness                                               | US | RAVS Verified     |                 |
| Personal Protective Equipment (PPE)                           | US | RAVS Verified     |               |
| Process Safety Management / Contractor Responsibilities (PSM) | US | Exemption Granted |               |
| Risk Assessment                                               | US | RAVS Verified     |               |
| Safe Return to Work                                           | US | Exemption Granted |               |
| Short Service Employee (SSE)                                  | US | Deficiency Found  |               |
| Stop Work Authority                                           | US | RAVS Verified     |               |

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Chat with ISN

If this two screen-shot class on ISNetworld hurts your brain a little bit, then I have taught it well!



## SDS of the Month?

This Quality & Safety Letter has rambled on a little long this month, so I am not going to include an SDS of the Month, but I want to restate one portion of our HAZCOM program. If you are in an emergency situation, and don't have time to consult, online with the 3E Company website:

<https://www.3eonline.com/eeeonlineportal/DesktopDefault.aspx>

...you can call the 1-800 number posted around the hangars to find out data regarding poison, exposure, or spills...  
YOU CAN SAVE THESE NUMBERS TO YOUR PHONES!!

**SPILLS • EXPOSURES • POISONINGS**

# SDS

**SAFETY DATA SHEETS**

**800-451-8346 or 760-602-8703**

**INFO TO HAVE WHEN CALLING:**

- Product Name & Number
- Manufacturer Name
- Manufacturer Phone Number
- UPC Code

**24 HOURS A DAY   7 DAYS A WEEK   365 DAYS A YEAR**

**3E COMPANY**  
A Vertek Analytics Company

Dennis

Dennis S. Busch  
Quality and Safety Manager  
[safety@maritimehelicopters.com](mailto:safety@maritimehelicopters.com)



1915 Donald Ave  
Fairbanks, AK 99701  
Tel 907.452-1197  
Cell 907.750-9548  
Fax 907.452-4539

Dennis S. Busch  
Quality and Safety Manager  
[safety@maritimehelicopters.com](mailto:safety@maritimehelicopters.com)



1915 Donald Ave  
Fairbanks, AK 99701  
Tel 907.452-1197  
Cell 907.750-9548  
Fax 907.452-4539

**MARITIME HELICOPTERS  
PUBLICATIONS  
ROUTING MEMORANDUM**

**DATE:** 10/4/19

**TO:** All employees

**FROM:** Safety Department

**SUBJECT:** 3<sup>rd</sup> Quarter Safety memo

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*Please complete the verification of receipt below and return this form to the Records Department in Fairbanks via email to [faiadmin@maritimehelicopters.com](mailto:faiadmin@maritimehelicopters.com) or by fax to (907)452-4539*

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**BY SIGNING THIS FORM I ACKNOWLEDGE** I have reviewed and will comply with the memo listed above

**EMPLOYEE SIGNATURE**

**DATE**