

Aviation, Aerospace & Defense

Helicopter Emergency Medical Services (HEMS)

Safety Management System (SMS) Background

The increasingly global nature of today's aviation system has increased the volume and variety of aviation operations. While management of functions essential to safe operations has been highly successful to date, the complexity of the aviation system is challenging current safety strategies and practices. Along with this trend is the problem of decreasing resources applied by both business and government organizations.

These changes and challenges have demanded a new look at the way business management and government oversight change to implement safety strategies of the future. Bringing safety efforts into the normal management framework of aviation operations is the best and most comprehensive approach to build an integral safety system. This practice is consequently called Safety Management Systems (SMS), indicating a proactive, rather than reactive, approach to controlling risk. It is based on the concept of System Safety, which promotes the use of technical and management skills to help operators identify hazards and manage associated risks.

International Civil Aviation Organization (ICAO) Requirements

Per ICAO's Standards and Recommended Practices (SARPs) contained in Annexes 6, 11, and 14 to the Convention on International Civil Aviation, Civil Aviation Authorities must establish a safety program and aviation service providers must also develop and implement an SMS accepted by their local authority. The SMS must identify safety hazards, ensure that actions necessary to mitigate the associated risks are implemented, and provide for continuous monitoring and regular assessment of the safety level achieved. Furthermore, safety accountability up to senior management must be clearly defined.

Federal Aviation Administration (FAA) Requirements

The FAA requires that every SMS includes four components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. Adoption of these four components results in a standardized, integrated

SMS in which business and governmental roles and relationships are well defined, requirements are based upon sound systems engineering and system safety principles, and both regulators and regulated industries participate in a unified safety effort. It is similar in scope to internationally recognized standards for quality management, environmental protection, and occupational safety and health management.

CAVOK Approach to HEMS SMS Development

The CAVOK approach to designing, developing, and implementing an SMS ensures a high standard that meets National (FAA) and International (ICAO) criteria. CAVOK HEMS SMS products include an audit through gap analysis, configuration planning and implementation, and a web-based hazard identification and risk assessment tool that can be configured to:

- Track hazards
- Identify risk
- Assess risk
- Mitigate risk
- Produce corrective action plans and track progress
- Collect and store hazard and risk data
- Report trends

CAVOK offers an SMS implementation program that results in a safer operation and operational cost savings. CAVOK's SMS implementation program begins with a diagnostic of existing systems that can be leveraged into the SMS framework. Filling any gaps in the requirements involves designing, developing, documenting and maintaining completed policy and procedures using state of the art aviation industry manual systems. The CAVOK approach results in highly documented, customized operating system design specifically for the Carrier, that will assist in ongoing system management.

CAVOK, a division of Oliver Wyman, is also part of Marsh & McLennan Companies which includes Marsh, Mercer, Guy Carpenter, and Oliver Wyman. Marsh is the world's leading insurance broker and risk advisor. As such, Marsh recognizes and understands the safety benefits, and the corresponding reduction of risk, realized by a HEMS operator when it implements an SMS tailored to its scope of operations.

Therefore, developing and implementing an SMS can result in significant savings on your insurance costs. Savings on insurance coverage is likely in areas such as aircraft liability, physical damages, search and rescue, wreckage removal, cargo liability, passenger liability, medical payments, baggage liability, loss or damage to aircraft parts, and mechanic's tools.

Addressing risk assessment and management in HEMS operations and achieving conformance with SMS principles must involve a comprehensive approach that takes the unique qualities of the operation into consideration. The CAVOK solution to implementing a Safety Management System will result in significant cost savings and compliance with regulatory authorities.

For more information about our services, please contact CAVOK leadership directly:

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