

AIRCARE™ AGO Operator Audit Report
Gisborne Helicopters Limited

Prepared by: Navigatus Consulting Ltd

Audit Date: 16 February 2015
Report Date: 20 February 2015

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1 Introduction

Operator	Location(s)	Date(s)
Gisborne Helicopters Limited (the Operator)	PO Box 1085 Gisborne 4040 New Zealand	16 February 2015

This report details the non-compliances and recommendations and, where appropriate, additional comment relating to the above AIRCARE™ accreditation audit.

2 Report Preparation

Version	Version Date	Details	Authorised by		
			Name/Position		Signature
Rev 0	20 February 2015	For Issue to Operator	Ian McLeod	Field Auditor	
			Authorised By		
			Kevin Oldham	Programme Director	

3 Scope of AIRCARE™ Accreditation Audit

The Operator requested an audit under the AIRCARE™ Accreditation Programme for compliance against the following standards:

- ▶ Environmental – Discharges – SPREADMARK™ Aerial
- ▶ Environmental – Amenity Values – Noise Abatement
- ▶ Environmental – Discharges - GROWSAFE®
- ▶ Fire Fighting Code of Practice Edition 1- August 2012
- ▶ Safety Management System – QA and Risk Management

Compliance to the above standards was verified in accordance with the following document:

- ▶ AIRCARE™ Accreditation Rules for General Aviation Organisations: Edition 6 – 1 March 2014

The Auditor used the following AIRCARE™ checklist version:

- ▶ AIRCARE™ NZAAA Audit Checklist Issue 6 December 2014

Items on the AIRCARE™ checklist are categorised as follows:

Critical	Deviation from the code and/or the AIRCARE™ Accreditation Programme creates a high risk of product/service not meeting specifications or of damage to human health and/or the environment
Major	Deviation from the code and/or the AIRCARE™ Accreditation Programme creates some risk to human health, the environment and product/service not meeting specifications
Minor	Deviation from the code and/or the AIRCARE™ Accreditation Programme does not risk the status of the product/service, environment or human health

4 Disclaimer and Copyright

Navigatus has prepared this report in accordance with the AIRCARE™ *Accreditation Rules for General Aviation Organisations*. The audit findings reflect the circumstances as they were understood to exist at the time of the audit based upon the information provided by the Operator.

This report is intended to be used by the Aviation Industry Association of New Zealand Incorporated (trading as Aviation New Zealand) for the purpose of assessing compliance with the requirements of AIRCARE™ accreditation. No liability is accepted for damages in respect of or arising out of any reliance in part or full, by any person or entity, on any of the content of this report for any other purpose.

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5 Executive Summary

5.1 Non-compliances

The following table lists non-compliances found by the Auditor:

Category	Checklist number	Standard and summary of non-compliance
Critical		None
Major		None
Minor		None

Non-compliances marked * in the above table were addressed by the Operator prior to the completion of the on-site audit and are therefore considered closed.

5.2 Accreditation standards met

The Navigatus AIRCARE™ Audit Programme Oversight Team considers that the Operator has fully met the requirements for accreditation to the following AIRCARE™ standards:

- ▶ Environmental – Discharges – SPREADMARK™ Aerial
- ▶ Environmental – Amenity Values – Noise Abatement
- ▶ Environmental – Discharges - GROWSAFE®
- ▶ Fire Fighting Code of Practice Edition 1- August 2012
- ▶ Safety Management System – QA and Risk Management

5.3 Accreditation standards not fully met

The Navigatus AIRCARE™ Audit Programme Oversight Team considers that, at the time of audit, the Operator had *not* fully met the requirements for accreditation to the following AIRCARE™ standards:

NIL

5.4 Corrective actions required

None required.

5.5 Audit findings overview

This audit report summarises the non-compliances and audit recommendations noted during the audit. Audit field notes were taken during the audit and were recorded on the audit checklist. This has been retained on the audit file for reference.

No non-compliances were raised during this audit, and any audit recommendations are furnished with the aim of clarifying and/or enhancing current manuals.

Gisborne Helicopters operate from their operational and administrative base at Gisborne airport – see *photographs B1 & B2*. The organisation operates a total of seven helicopters from this, their main base. Manuals were well written, easy to follow, and were available to all staff. The organisation is NZCAA Part 135 and Part 137 certified.

When expedient, a helicopter may be temporarily operated away from the Gisborne base, due to the workload in a particular area. At the time of the audit, one helicopter was operating from the Wairoa area.

This helicopter is 'parked' overnight in a fenced area, behind a house on private property. There is no fuelling or maintenance facilities where the helicopter is 'parked'. All maintenance, engineering, administration, tasking, and flight planning continues to be carried out from the main base at Gisborne. This is more of an 'overnighting' facility, rather than a base, and, as such, was not audited. It was

noted that consideration is being given to make this more of a satellite base, with limited facilities, which, in time, would require auditing.

The fulfilment of all audit check-list criteria ensured that each of the listed outcomes was achieved, and therefore the required standard was met.

The auditor would like to thank the administration, ground, and flight staff at Gisborne Helicopters for their hospitality and co-operation during the audit process.

A more detailed summary of the audit findings is presented in the following Sections. Full titles of documents referred to in the following Sections (e.g. Doc #1) are provided in Appendix A. Photographs are presented in Appendix B.

Gisborne Helicopters Limited was previously accredited to the AIRCARE™ programme. Based on level and nature of the audit findings Navigatus will recommend to the relevant AIA committee that the Operator be awarded accreditation to the above standards for a period of 3 years from the date of accreditation.

6 SPREADMARK™ Aerial

The audit findings are summarised below.

A. Audit Comments – SPREADMARK™ Aerial

Records are maintained for all helipads used by the organisation. The organisation's Procedure Manual details the requirements for use of helipads and aerodromes for both normal and emergency use – *Doc A15 – see photograph B3.*

AAPTCs were sighted for the equipment currently in use, and a maintenance program is in place, with checks being signed off in the appropriate aircraft Technical Logbook. Spreading equipment appeared to be in a good condition, was stored on individual stands in the hangar – *see photographs B4 and B5*, with equipment being colour-coded and 'tagged' for each helicopter type in use.

GPS is fitted to all helicopters – *see photograph B6 (ZK-HXU shown)*, and licences and appropriate certificates for pilots and ground crew were sighted. Training records for all staff were also sighted.

DFRs – *see photograph B7* - contain information on meteorological conditions at the job site, the area to be treated, type and quantity of material to be used, buffer zones, any adverse events, and the specific spreading device in use. A pre-application checklist – *see photograph B8* - is actioned in conjunction with the client, which covers material rates and area, hazards, and spray plan.

Three-monthly Statistical Returns to CAA (Oct-Dec 2014) were sighted, as was a copy of Safety Guideline 'Farm Airstrips and Associated Fertilizer Cartage, Storage, and Application.'

B. Non-compliances – SPREADMARK™ Aerial

Checklist No	Category and summary of non-compliances
	No non-compliances were raised during this part of the audit

C. Recommendations – SPREADMARK™ Aerial

Checklist No	Recommendations
	Nil

7 Noise Abatement

The audit findings are summarised below.

A. Audit Comments – Noise Abatement

Noise Abatement Policy - *Doc A18* - is covered in the organisation's Procedures Manual, and, in part, the policy "Where operationally possible we endeavour to keep noise to a minimum in accordance with our Aircare accreditation" is displayed in the organisations administrative and maintenance area. The policy statement also refers to the AIRCARE Noise Abatement Training notes.

The policy is reviewed at staff meetings, and staff is advised of any changes to the policy through meeting agenda and in-house training.

Transit routes have not been developed, but guidelines for noise minimisation are well known, e.g., varying departure/arrival routes from/to the airfield; not overflying stock at low-level, etc. Noise sensitive areas have been identified, and listed, along with aerial photographs of the areas – *Doc A20* - see *photograph B9 for example of a sensitive area photograph*. Noise complaints are actioned via the organisation's QIF system.

Noise abatement procedures are covered at the annual competency check.

Pilots have attended and passed the Noise Abatement Training Course, and are current. Due dates are recorded on the Training and Checking Records held in the administrative area – days to due date are also shown – Docs A26 & A27. Current certificates are about to expire, and correspondence with AIA - *Doc A19* - has requested that pilots are placed on the next available course.

B. Non-compliances – Noise Abatement

Checklist No	Category and summary of non-compliances
	No non-compliances were raised during this part of the audit

C. Recommendations – Noise Abatement

Checklist No	Recommendations
A1	Noise Abatement policy is covered in the Procedures Manual and reference is also given to the Aircare Noise Abatement Training Notes. However, there is no reference made to the Noise Sensitive Area Information. Although that information is available as a separate pack, an additional reference could be added to the Policy area to ensure all noise information is available at one place.
	It was noted that current noise certificates for pilots are about to expire, and correspondence was sighted between the organisation and AIA requesting that pilots be added to the next course – date as yet unknown. It is suggested that Navigatus (or this auditor) be advised when new certificates are issued. This would maintain the integrity of the AIRCARE™ system.

8 GROWSAFE®

The audit findings are summarised below.

A. Audit Comments – GROWSAFE®

All drivers have a valid 'D' endorsement on their licence – sighted. Vehicles are correctly placarded - see *photographs B10 & B11* – both front and rear, and the fuel stores – see *photograph B12* – and fuel tankers – see *photograph B13* - are also correctly placarded.

A current Location Test Certificate for the chemical store was sighted, covering Section B – Storage.

All agrichemicals used are registered for application, and are noted on the DFRs. Safety Data Sheets are available in the office, chemical store, and in the vehicles. Compatibility of agrichemical mixtures is confirmed by label information.

Notification of agrichemical application is through Leaderbrand, and meets the requirements of the Regional Council. On-site signage is used for helicopter operations.

Weather conditions at time of application, agrichemical type and application rate, application site are all noted on the DFRs. Ground staff have Growsafe Introductory Certificates and training – certificates and training records sighted.

An Emergency Response Plan is in place; persons with specific tasks are identified; site plans are posted, and the plan was tested in 2014.

B. Non-compliances – GROWSAFE®

Checklist No	Category and summary of non-compliances
	No non-compliances were raised during this part of the audit

C. Recommendations – GROWSAFE®

Checklist No	Recommendations
	Nil

9 Fire Fighting

The audit findings are summarised below.

A. Audit Comments – Fire Fighting

A fatigue management system is in place for all pilots involved in Fire Fighting. Pilots hold a current agricultural rating, and have been trained in Fire Fighting procedures. A pre-season risk assessment – *Doc A10* - has been promulgated, and a follow-up risk assessment form is available to pilots for day-of-operations use.

Documented procedures are based on the Fire Fighting CoP.

Aircraft are fitted with appropriate VHF and FM radios; with the FM radio has the four listed Fire channels installed. Intercom facilities are available at all aircraft seats – see *photograph B14 ZK-HXU*.

Three collapsible, underslung, fire buckets are used. The buckets are subject to a maintenance plan, and are checked for operation on the last day of each month – *Doc A13*.

Foam units are tagged to aircraft type – see *photograph B15*, and have an on-board water release system, and break-a-way couplings at the aircraft hook – see *photograph B16 ZK-HXU*. The foam unit – *photograph B15* – was demonstrated to be serviceable, and the break-a-way coupling disconnect was also demonstrated.

B. Non-compliances – Fire Fighting

Checklist No	Category and summary of non-compliances
	No non-compliances were raised during this part of the audit

C. Recommendations – Fire Fighting

Checklist No	Recommendations
	Fire fighting operations are undertaken using the guidelines in the Fire Fighting CoP. A pre-season risk assessment memo has been issued, and day-of-operation risk assessment is as per AIRCARE Fire Fighting CoP Appendix 2. However, these three items appear in different places in the organisations manual. It is recommended that all fire fighting data be placed in one place for ease of following. Perhaps an introduction to the requirement for risk assessment could be added by referencing Section 11.2 from the Fire Fighting CoP.

10 Quality Management

The audit findings are summarised below.

D. Audit Comments – Quality Management

Quality and Safety Policies were sighted. Manuals are well-written, and staff are aware of the requirements of the policies. Staff signs as having read and understood the requirements as part of the induction training. Policies are reviewed regularly, and amended as required. Any changes are notified to staff at staff meetings and/or memos.

A copy of the SMS Manual was sighted, and was at the current amendment status. The manual is available to all staff, and the QA Manager is responsible for up-dating the manual.

Quality / Performance indicators have been developed, and are monitored, with staff being informed of any changes or trends. Indicators are monitored at three monthly meetings, and outcomes documented.

Management reviews are held six monthly, with records being kept, and staff being advised of any action/s required following the meetings.

Internal audits are carried out, and sound document control is in place to ensure all documents are at the correct amendment status. A retrieval system is in place for recovery of any required documents, with records being retained for a minimum period of seven years.

Timeframes for completion of corrective action/s are shown on the QIF. Records of corrective actions are held, and corrective actions are monitored at 6-monthly management reviews to verify if changes made are effective.

Chemical Liability Insurance Policy was sighted.

E. Non-compliances – Quality Management

Checklist No	Category and summary of non-compliances
	No non-compliances were raised during this part of the audit

F. Recommendations – Quality Management

Checklist No	Recommendations
	Nil

Appendices: Supporting Evidence

A Documents and Systems Sighted

Number	Title of Document
Documents and Systems Sighted	
1	SMS Manual
2	Safety Guideline 'Farm Airstrips and Associated Fertilizer Cartage, Storage, and Application'
3	Fire Fighting CoP
4	Procedures Manual
5	Health & Safety Manual
6	Hazard Register
7	Pre-employment Pack
Documents Copied and Held	
A1	Aircraft Tech Log – Spray-gear Maintenance
A2	Ag Op stats – cover only
A3	Annual Ag Competency Check – Noise Abatement topic
A4	Approved Handler Certificates – samples: Ground & Flight Crew
A5	CPL(H): sample
A6	Customer Feedback – Flow chart
A7	DFR – side 1 & 2
A8	Driver Licence 'D' Endorsement – sample
A9	Emergency Action / Response Plan
A10	Fire Fighting Risk Assessment Memo 2015
A11	Fatigue Management form
A12	Growsafe Ground Certificate - samples
A13	Hangar & Ground Tasks
A14	Hazardous Substances Location Test Certificate - current
A15	Helipad Use
A16	Job Briefing Check-list

Number	Title of Document
A17	Liability Insurance Cover
A18	Noise Abatement Policy
A19	Noise Certificates – e-mail queries
A20	Noise Sensitive areas: Cover / Index / sample Photo
A21	NZ Drivers Licence – samples
A22	NZCA Medical Certificate – sample
A23	QIF
A24	Safety and Quality Policies
A25	Risk Assessment Policy
A26	Training & Checking Records – days to due date
A27	Training & Checking Records – due date/s

B Photographic Evidence



1
Administrative Building



3
Helipad Use



5
Spreader Storage



2
Hangar/Maintenance – behind admin area



4
Spreader Storage



6
GPS Unit (ZK-HXU)



7
DFR

8
Job Briefing Checklist



9
Noise Sensitive Area - sample

10
Vehicle Signage – front & rear



#11
Vehicle Signage – front & rear

#12
Avgas/Avtur Store Signage



13
Fuel Tanker Signage



14
Intercom Facility – ZK-HXU



15
Tagged Foam Unit



16
Breakaway fittings ZK-HXU

End of Report