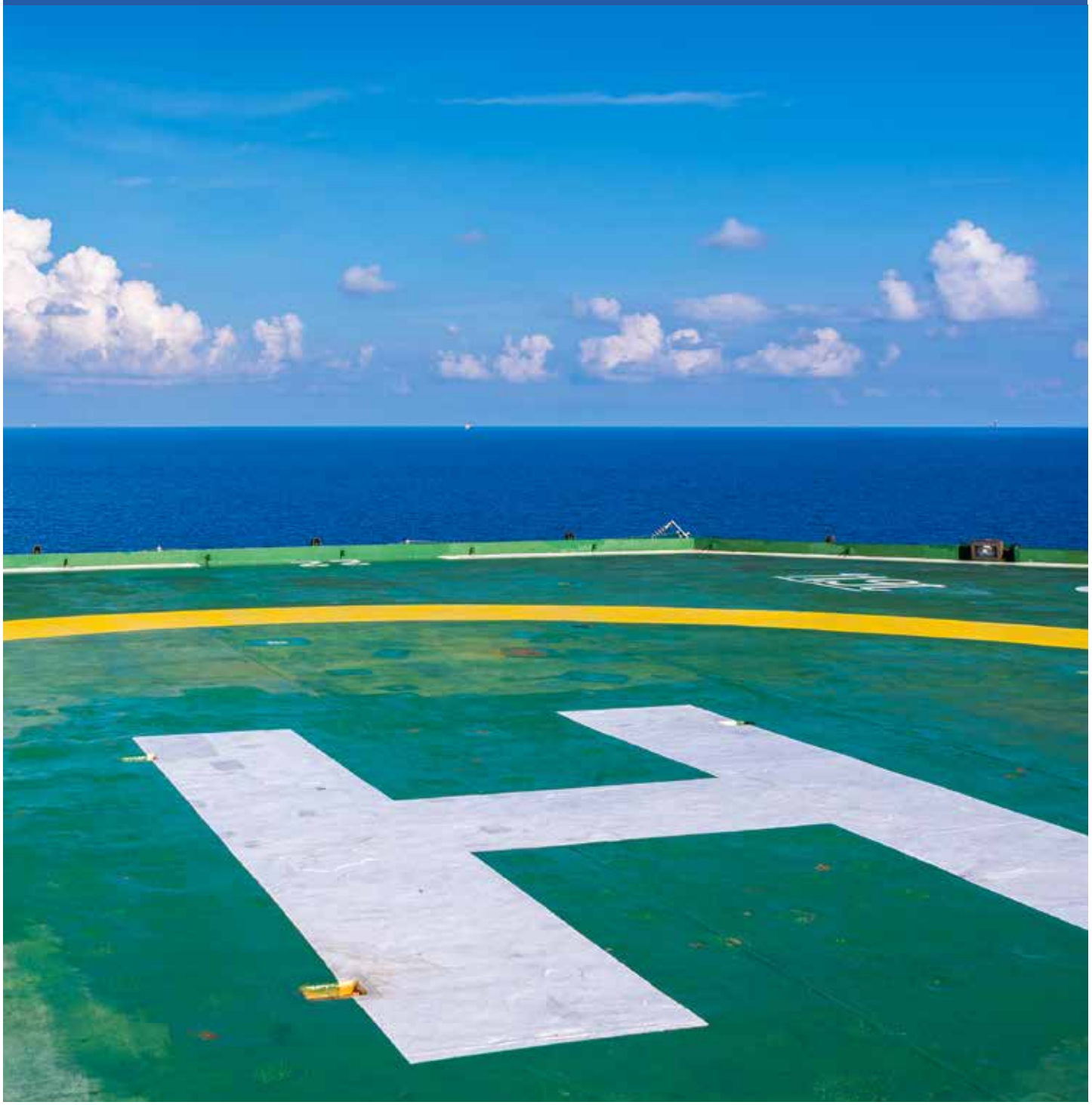
International Association of Oil & Gas Producers

IOGP REPORT 690-3

Support Operations



PASSENGER HANDLING

1. Passenger check-in

1A. Purpose

Ensuring that passengers are identified and processed at check-in and are appropriately escorted and seated

1B. Expectations

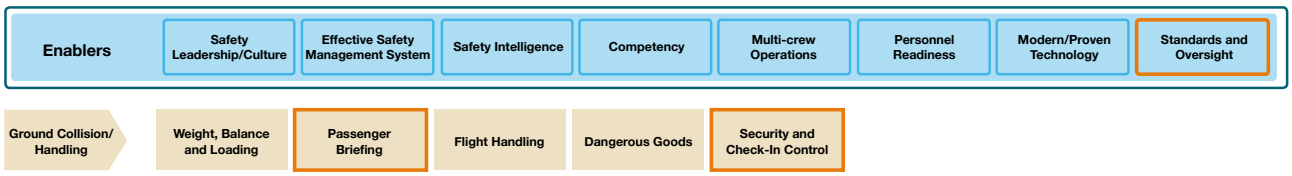
A passenger check-in process is established.

1C. Processes and practices

1C.1 A process is in place to verify the identity of passengers prior to boarding, ensure they meet safety training requirements where appropriate, medical or other currency requirements, searched for prohibited items (prohibited either in-flight or at the destination) and deny boarding to passengers who are disruptive.

Guidance documents

- ICAO Annex 9 Appendix 2
- UK CAA CAP 437 App K
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

2. Offshore passenger holding areas

2A. Purpose

Ensuring the physical design of helidecks and heliport, their markings, lighting, emergency cover, and all ancillary systems are suitable for safe operations.

2B. Expectations

A suitable passenger holding area is provided.

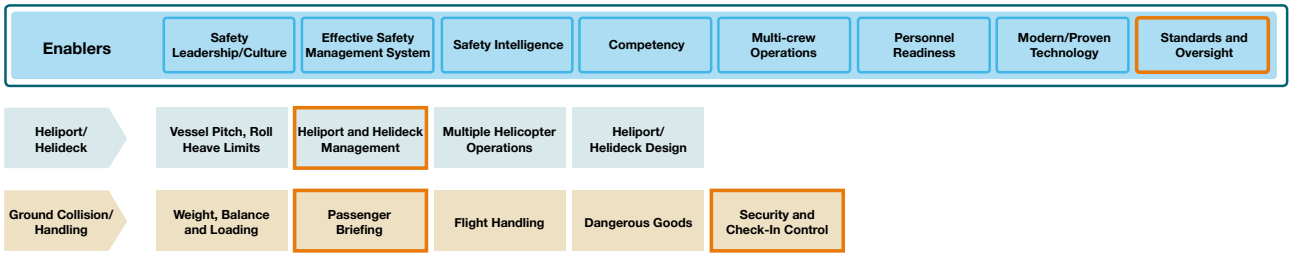
2C. Processes and practices

2C.1 The passenger holding area includes:

- 2C.1.1 A designated area for the passenger and freight check-in process and security checks, i.e., for weighing and registering all outgoing passengers, baggage, and freight on calibrated scales
- 2C.1.2 A dedicated and secure waiting area for outbound passengers that separates them from incoming passengers
- 2C.1.3 A designated area for the display of written and graphic information related to aircraft safety and local procedures
- 2C.1.4 A viewing room for video safety briefings (it is acceptable for this to be the same area as that used for the display of information)
- 2C.1.5 If applicable, a changing room for the donning of immersion suits (it is acceptable for this to be the same area as the video room)
- 2C.1.6 A baggage collection area for incoming passengers
- 2C.1.7 A separated and secure area for holding checked-in baggage
- 2C.1.8 A screened/private passenger search/testing area

Guidance documents

- ICAO Annex 6
- BARS Offshore Helicopter Operations Safety Performance Requirements Implementation Guidelines
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

3. Alcohol and drugs

3A. Purpose

Ensuring passengers are qualified and approved to travel, and are free of prohibited items.

3B. Expectations

Passengers are fit to travel.

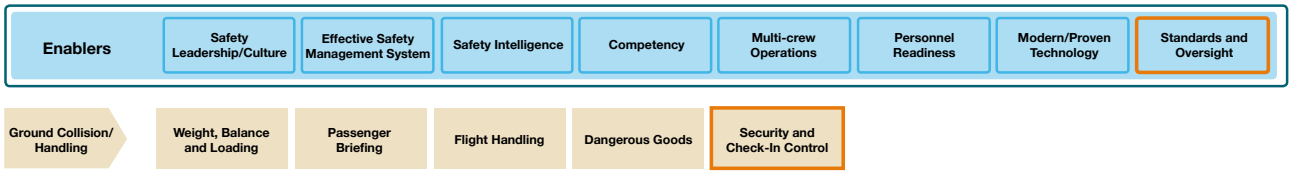
3C. Processes and Practices

3C.1 Personnel under the influence of alcohol or non-prescription drugs are prohibited from boarding any aircraft

3C.2 Check-in and security staff are trained to recognize the signs of substance abuse and alert their management for appropriate action to remove the passenger from the flight

Guidance documents

- ICAO Annex 9 Chapter 6.43, 6.44
- ICAO Doc 10117 (Manual on the Legal Aspects of Unruly and Disruptive Passengers)
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

4. Passenger and baggage weights

4A. Purpose

Ensuring the accurate and safe loading of aircraft, within approved limits.

4B. Expectations

For aircraft carrying 19 passengers or fewer passenger and baggage weights are accurate.

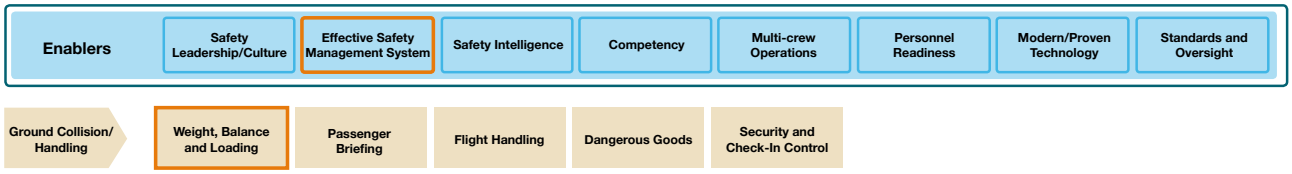
4C. Processes and practices

4C.1 Actual weights are used for passengers and all baggage.

4C.2 Weighing scales are calibrated throughout the full range of measurement, as per manufacturers recommended intervals. If a manufacturer's interval is not specified/ available, the scales are calibrated annually.

Guidance documents

- ICAO Annex 6
- HeliOffshore Safety Performance Model



5. Passenger handling

5A. Purpose

Ensuring passengers are seated in appropriate positions to facilitate escape.

5B. Expectations

Passengers are allocated appropriate seats.

5C. Processes and practices

5C.1 No passenger is seated more than one seat from a push-out window or emergency exit.

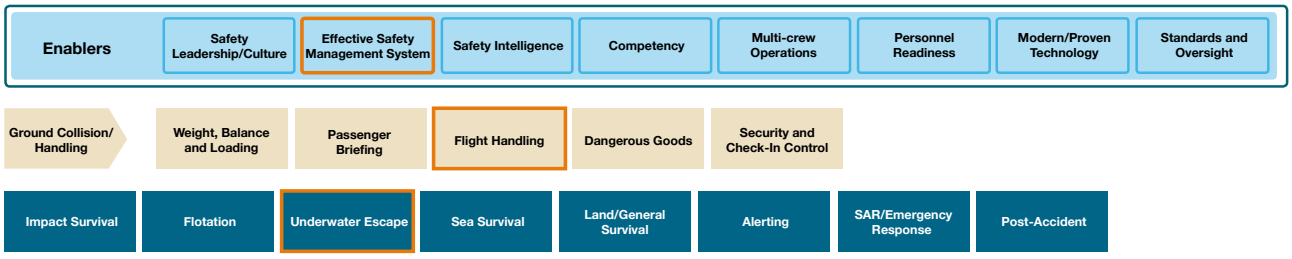
5C.2 A means is in place to identify passengers that are required to be seated next to appropriate exits, as described in the "Step Change for Safety XBR process".

5C.3 Ground handling and helideck staff involved in passenger seat allocation/verification during boarding phase are aware of the XBR process.

5C.4 The use of seat harnesses/seat belt extensions is prohibited, unless certified.

Guidance documents

- EASA AMC1 SPA.HOFO.165(h) Additional procedures and equipment for operations in a hostile environment - Emergency Exits and Escape Hatches
- RAF IAM (Report No.528) and University of Loughborough Report on body size for the Joint Aviation Authorities (JAA) in 2001
- UK CAA CAP 562 Civil Aircraft Airworthiness Information and Procedures
- Step Change for Safety XBR process
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

6. Passenger - personal protective equipment

6A. Purpose

Ensuring passengers are suitably dressed for the environment.

6B. Expectations

Passengers have suitable Personal Protective Equipment (PPE) for the environment.

6C. Processes and practices

6C.1 All passengers are issued constant wear lifejackets meeting ETSO-2C504 with Personal Locator Beacons (PLBs) and Compressed Air Emergency Breathing Systems (CA EBS).

6C.1.1 PLBs transmit on 121.5 MHz and AIS.

6C.1.2 PLBs are assessed for compatibility with the aircraft Emergency Location Transmitter (ELT) and Crew PLBs.

6C.2 Immersion suits are worn when required by regulation or by contract, meet ETSO-2C502 or ETSO-2C503, or national aviation authority approved standard, and which have been tested for compatibility with the lifejacket.

6C.3 Information is displayed on passenger clothing requirements, including the type and number of layers required under immersion suits, if applicable to the operating region.

6C.4 Hearing protection is provided for passengers together with instructions for its use.

Guidance documents

- ETSO 2C502
- ETSO 2C503
- ETSO-2C504
- HeliOffshore Safety Performance Model

PASSENGER HANDLING

7. Passenger briefing

7A. Purpose

Ensuring passengers have the necessary knowledge to safely board, disembark, and evacuate the aircraft.

7B. Expectations

Passengers are adequately briefed before the flight.

7C. Processes and Practices

7C.1 Passengers are briefed on emergency procedures and other safety matters prior to every flight. A video briefing is the preferred delivery method; a briefing by the flight crew is acceptable where necessary.

7C.2 Passenger briefings are tailored to the specific design features and equipment of the aircraft to be used. If there are minor differences in configuration between the briefing and aircraft to be used, a supplementary briefing on the aircraft or using illustrations of the differences is provided before flight. Differences are minor if they are easy to understand and identify on the aircraft, do not introduce risk of injury if misused and have no adverse effect on survivability.

7C.2.1 Passengers are briefed to use push-out windows/emergency exits as detailed in the RFM and relevant OEM documents.

7C.3 Briefings are valid for 24 hours, after which a fresh briefing is delivered.

7C.4 In locations where some passengers do not fully understand the language used for the briefing, the video contains subtitles, or there is a video in the local language, or a translator is provided if necessary.

7C.5 There is a safety briefing card for each passenger seat containing information on safety equipment and emergency procedures, including the brace position. The cards use graphics with international symbols, and/or have information added in the local language(s) if required.

7C.6 The passenger briefing includes:

7C.6.1 A general description of the aircraft and the danger areas around main and tail rotors, including safe and unsafe directions of approach and the danger of blade sail during rotor start or shutdown.

7C.6.2 How survival suits are to be worn, if required, including use of hoods and gloves.

7C.6.3 Procedures for boarding and exiting the aircraft. Passengers are required to remain seated until the flight/ground crew or other designated personnel open the doors and instruct them to disembark.

7C.6.4 Proper storage of hand carried items.

PASSENGER HANDLING

7C.6.5 Instructions that smoking and the use of electronic cigarettes are prohibited at all times in aircraft, or on the aircraft movement area.

7C.6.6 Instructions that seat belts and shoulder harnesses are required to be worn at all times, other than when embarking/disembarking.

7C.6.7 Instructions on the use of personal electronic devices, if permitted.

7C.6.8 The location and operation of doors, emergency exits, emergency and lifesaving equipment such as fire extinguishers, first aid kits, life jackets, life rafts, survival gear, and emergency radio equipment (ELT and Emergency Position Radio Indicating Beacon (EPIRBs)) as appropriate to the aircraft type and operation.

7C.6.9 Actions to be taken in the event of emergencies, including the brace position.

7C.6.10 Procedures for evacuating an aircraft in the event of an emergency landing on the water or ditching, including the use of reference points for orientation, reminders to not inflate life jackets until outside the helicopter and not to disembark the aircraft while the rotors are turning.

7C.6.11 The means of communication between crew and passengers.

7C.6.12 The location and review of passenger briefing card.

7C.6.13 The use of hearing protection.

7C.6.14 Brace position:

7C6.14.1 Occupants in forward-facing seats adopt an erect brace position.

7C6.14.2 Occupants in aft-facing seats adopt an erect brace position with the head placed firmly against the head rest or seat back.

7C6.14.3 In both cases hands either grip the outer immersion suit or the seat. Knees are pressed together, feet slightly apart and heels slightly forward of the seat.

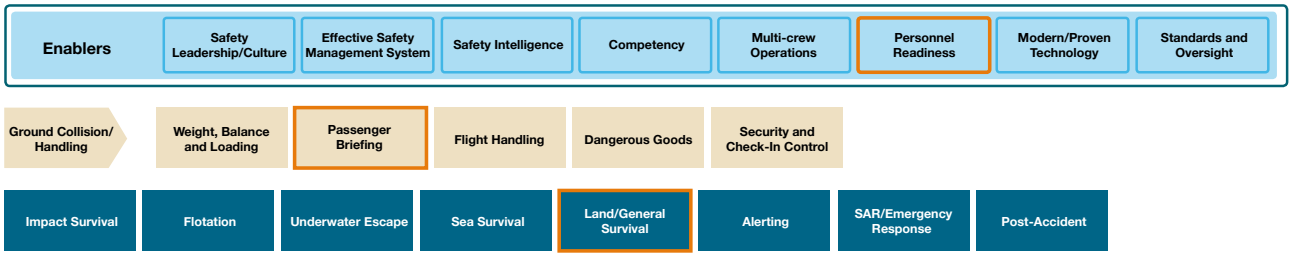
7C.7 Procedures for boarding and exiting the aircraft:

7C.7.1 Passengers do not enter the aircraft operating area or helideck until instructed to do so by Helideck Landing Officer (HLO), Helideck Attendant (HDA), or other designated personnel.

7C.7.2 Passengers are required to remain seated until instructed by the pilot, HLO, HDA, or other designated personnel opens the doors and instructs them to disembark.

Guidance documents

- ICAO Annex 6.
- ICAO Doc 10086
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

8. Cargo - weighing and documentation

8A. Purpose

Ensuring the accurate and safe aircraft loading within approved limits.

8B. Expectations

Cargo is correctly weighed and recorded in the manifest.

8C. Processes and practices

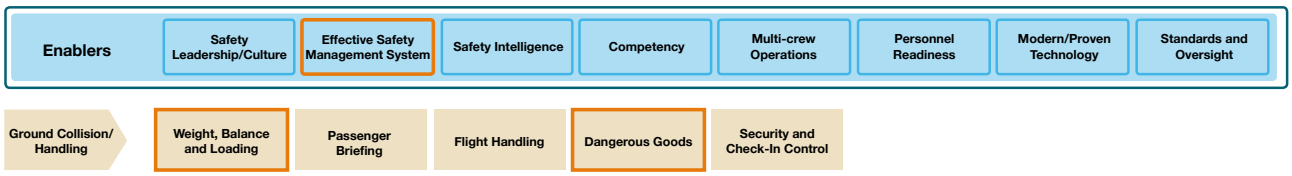
8C.1 Each piece of cargo offered for transport by air is weighed separately and recorded in the manifest.

8C.2 The contents of each piece of cargo is verified against the manifest by its packing list or by visual inspection

8C.3 Weighing scales are calibrated throughout the full range of measurement, as per manufacturers recommended intervals. If a manufacturer's interval is not specified/ available, the scales are calibrated annually.

Guidance documents

- ICAO Annex 6.
- HeliOffshore Safety Performance Model.



PASSENGER HANDLING

9. Cargo – dangerous goods

9A. Purpose

Ensuring only appropriately packaged and documented dangerous goods (DG) are carried in the appropriate aircraft hold locations.

9B. Expectations

The aircraft operator has an appropriate DG programme in place.

9C. Processes and practices

9C.1 Where the carriage of DG by the aircraft operator is authorized, procedures comply with the ICAO Technical Instructions or the IATA DG Regulations and with local regulatory requirements. These include the training of relevant ground staff and the provision of the correct documentation for all DG shipments.

9C.2 Where DG are not carried, DG Awareness training, compliant with local regulatory requirements, is in place for all relevant ground staff at least every 2 years to prevent the carriage of undeclared dangerous goods in passengers' baggage and consigned freight.

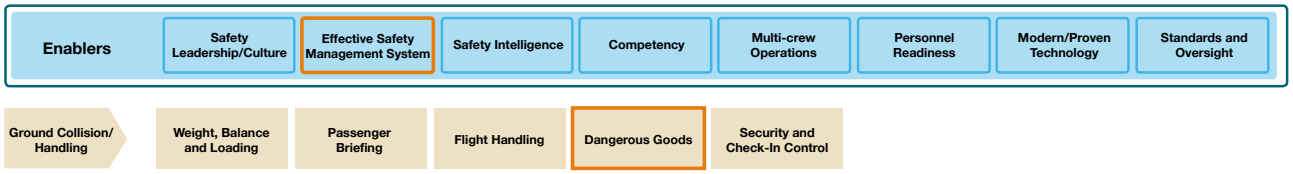
9C.3 Provisions for dangerous goods carried by passengers or crew. Limitations for Portable Electronic Devices (PED), batteries, including lithium metal or lithium-ion cells or batteries, and specified ignition sources are in place. This includes spare or loose batteries.

9C.4 At a minimum, these cover:

- 9C.4.1 Check-In procedures, including passenger declarations
- 9C.4.2 Forbidding charging PED in-flight
- 9C.4.3 Mitigation measures – Flame/Smoke Containment Bag etc
- 9C.4.4 E-Cigarettes (if permitted) have batteries removed
- 9C.4.5 Checked in PED are switched off
- 9C.4.6 No transport of loose lithium batteries

Guidance documents

- IATA Dangerous Goods Regulations
- US FAA 49 CFR 175.10(a)(18)
- HeliOffshore Safety Performance Model



PASSENGER HANDLING

10. Manifests

10A. Purpose

Ensuring manifests are accurate.

10B. Expectations

A passenger and cargo manifest is created for each flight.

10C. Processes and practices

10C.1 The manifest is developed from the published flight schedule containing the following information, at a minimum:

- 10C.1.1 Aircraft registration
- 10C.1.2 Flight number (if applicable)
- 10C.1.3 Passenger name
- 10C.1.4 Passenger company affiliation
- 10C.1.5 Passenger actual weight
- 10C.1.6 Passenger baggage weight
- 10C.1.7 Cargo weight

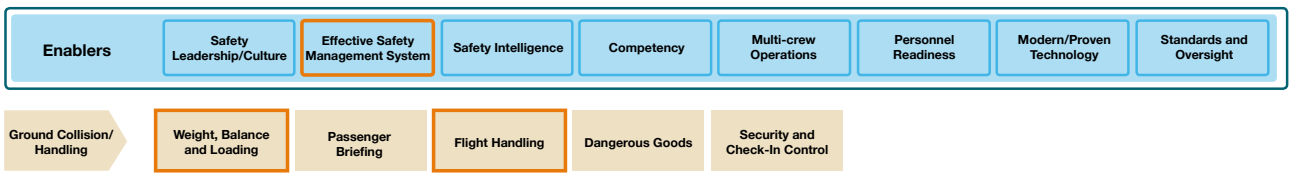
10C.2 The manifest may be hand-written or generated from a computer-based system. Where a hand-written manifest is used, a copy is left with a responsible person on the ground who retains it until the flight is completed.

10C.3 Where a flight involves multiple sectors, a single consolidated manifest is generated for each sector and provided to the pilot.

10C.4 Any last-minute changes are incorporated, and the manifest is revised accordingly.

Guidance documents

- ICAO Annex 6
- ICAO Annex 9
- HeliOffshore Safety Performance Model



PASSENGER TRAINING

11. Passenger training – Helicopter Underwater Escape Training

11A. Purpose

Ensuring the occupants can escape in the event of a capsize or submersion.

11B. Expectations

Passengers are Helicopter Underwater Escape Training (HUET) trained.

11C. Processes and practices

11C.1 Passengers complete a HUET course to a recognized standard (e.g., OPITO) that includes the use of a Modular Egress Training Simulator (METS) at least every four years, unless local regulation requires greater frequency.

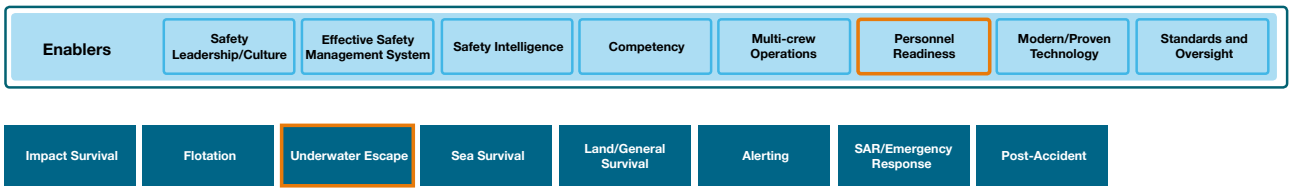
11C.2 This training is completed in conjunction with wet dingy drills using emergency equipment similar to that installed on the aircraft.

11C.3 In HUET METS the emergency exit types and sizes are representative of the aircraft flown in offshore operations.

11C.4 HUET trained personnel or their companies maintain a documented record of the training completed.

Guidance documents

- OPITO Training Standard - Helicopter Underwater Escape Training (HUET) with Compressed Air Emergency Breathing System (CA-EBS)
- HeliOffshore Safety Performance Model



Note: 'Company' is responsible for ensuring that passengers have undergone valid training and have the necessary HUET and CA-A EBS qualifications. For more on 'Responsible Party', consult IOGP Report 690-0 – *Introduction to Offshore Helicopter Recommended Practices.*

PASSENGER TRAINING

12. Passenger Training – Compressed Air Emergency Breathing System

12A. Purpose

Ensuring the occupants can escape in the event of a capsize or submersion.

12B. Expectations

Passengers are trained on the use of Compressed Air - Emergency Breathing System (CA-EBS).

12C. Processes and practices

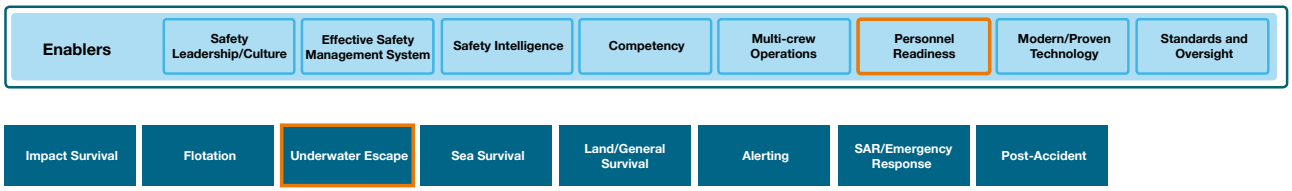
12C.1 Passenger training in the use of the CA-EBS to ensure user proficiency is completed every 4 years.

12C.2 The CA-EBS is compatible with the lifejacket (and immersion suit, if required).

12C.3 An appropriate maintenance program (including pre-flight inspection) is in place for these items.

Guidance documents

- OPITO Training Standard - Helicopter Underwater Escape Training (HUET) with Compressed Air Emergency Breathing System (CA-EBS)
- BS EN4856: 2018
- ETSO 2C519
- HeliOffshore Safety Performance Model



Note: 'Company' is responsible for ensuring that passengers have undergone valid training and have the necessary HUET and CA EBS qualifications. For more on 'Responsible Party', consult IOGP Report 690-0 – *Introduction to Offshore Helicopter Recommended Practices.*

HELIDECK

13. Helideck management – general

13A. Purpose

Ensuring the physical design of helidecks and heliport, their markings, lighting, emergency cover, and all ancillary systems are suitable for safe operations.

13B. Expectations

Separation is maintained between inbound and outbound passengers and cargo.

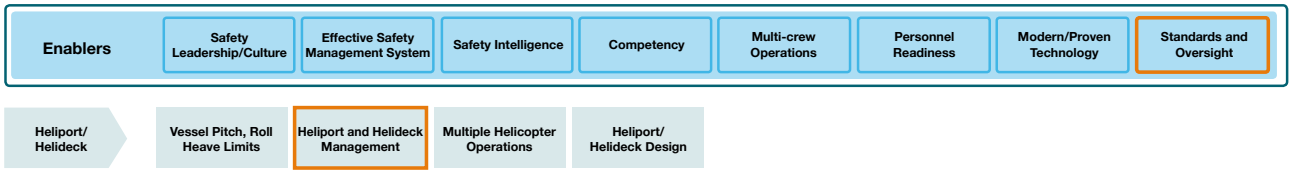
13C. Processes and practices

13C.1 Helipads, heliports, and offshore helidecks are clear of all cargo and passengers that are being offloaded prior to passengers or cargo coming onto the helideck/heliport to board the helicopter.

13C.2 Cargo is only be left on a helideck if formalized procedures, which include instructions and provisions for securing the cargo, are established in writing and followed. The instructions describe how to place the cargo without infringing on the helideck's obstruction free areas.

Guidance documents

- HSAC RP163
- UK CAA CAP 437
- HeliOffshore Safety Performance Model



HELIDECK

14. Helideck – reporting

14A. Purpose

Ensuring flight crew receive accurate actual and forecast weather data to make sound planning decisions.

14B. Expectations

The aircraft operator is provided with weather and deck condition reports from offshore locations.

14C. Processes and practices

14C.1 Personnel trained as competent aviation weather observers using automated weather observing systems, e.g., offshore installed AUTOMETARS and regional meteorological forecasting systems, or Automated Weather Observing System (AWOS), are used to provide weather information.

14C.2 The following information is provided:

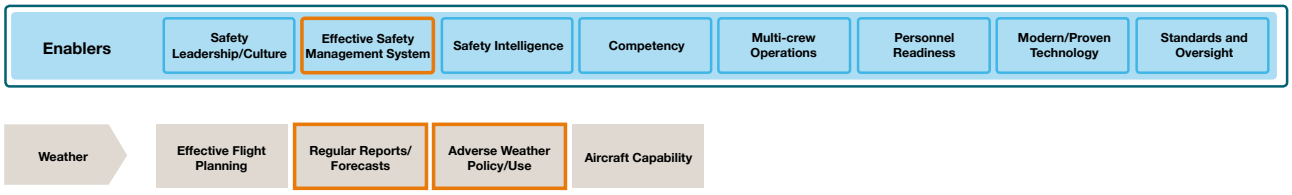
- 14C.2.1 Wind speed and direction
- 14C.2.2 Barometric pressure
- 14C.2.3 Air temperature and dew point temperature
- 14C.2.4 Visibility
- 14C.2.5 Cloud base
- 14C.2.6 Present weather
- 14C.2.7 Sea state

14C.3 For floating facilities and vessels, helideck motion data.

14C.4 All reporting equipment maintained and calibrated in accordance with original equipment manufacturer's instructions and the results recorded in a register.

Guidance documents

- CAP 437
- ICAO Annex 6
- IOGP Report 697 - *Offshore helidecks and facilities*
- BARSOHO
- HSAC Helideck Recommended Practice – RP163 2nd Edition
- HeliOffshore Safety Performance Model



HELIDECK

15. Crane operations

15A. Purpose

Ensuring that helidecks are prepared for safe helicopter operations.

15B. Expectations

Helicopters operations are prohibited on the helideck unless cranes are shut down.

15C. Processes and Practices

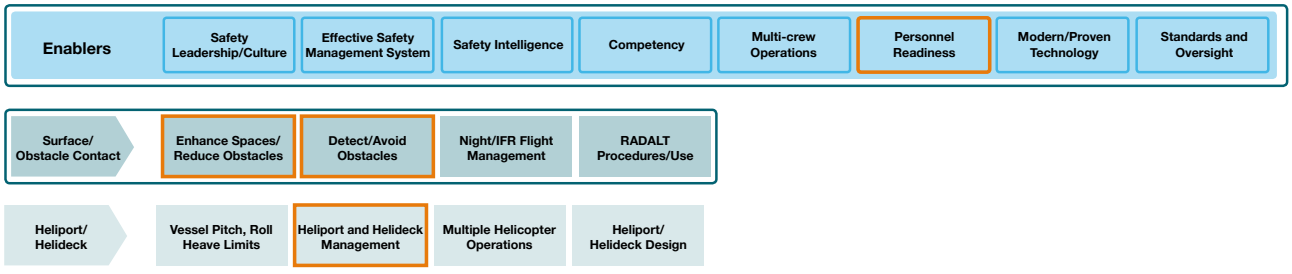
15C.1 The aircraft operator and the helideck operator has established procedures to prohibit helideck operations when cranes are active.

15C.2 During helicopter operations, crane jibs, A frames, etc., in the vicinity of the helideck are stowed in a safe position clear of the obstacle protected surfaces and flight paths.

15C.3 Procedures are in place to communicate the crane situation to helicopter crews.

Guidance documents

- CAP 437 Chapter 6.24
- HSAC RP163
- HSAC RP81
- BARSOHO
- HeliOffshore Safety Performance Model



HELIDECK

16. Helideck - Staff training

16A. Purpose

Ensuring that helideck staff are appropriately trained.

16B. Expectations

Helideck staff are trained in accordance with OPITO standards or equivalent.

16C. Processes and practices

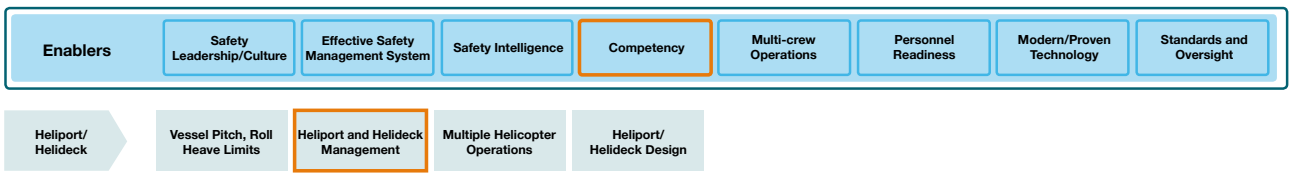
16C.1 Offshore installations have a HLO and HDAs and other supporting staff, including emergency response personnel available for all helicopter movements with relevant duties and responsibilities clearly outlined in an up-to-date Helideck Operations and Procedures Manual.

16C.2 All personnel engaged directly in helideck operations or in the general support of helicopter operators undergo initial and recurrent training in accordance with OPITO standards (or an acceptable alternative standard).

16C.3 See Section 8 of IOGP Report 697 - *Offshore helidecks and facilities* for further guidance.

Guidance documents

- OPITO Training Standard - Helideck Emergency Response Team Leader
- BARSOHO
- HSAC Helideck Recommended Practice – RP163 2nd Edition
- IOGP Report 697 - *Offshore helidecks and facilities*
- HeliOffshore Safety Performance Model.



HELIDECK

17. Helideck - passenger control

17A. Purpose

Ensuring that passengers are appropriately escorted.

17B. Expectations

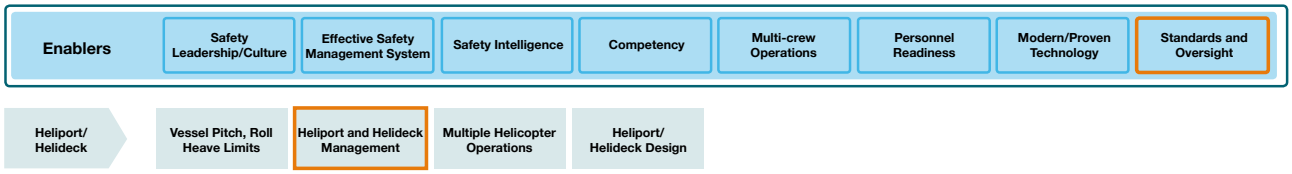
Passengers are properly controlled on helidecks.

17C. Processes and practices

17C.1 A HLO and HDAs are used to control passenger movement on helidecks.

Guidance documents

- HSAC RP
- UK CAA CAP 437
- HeliOffshore Safety Performance Model



HELIDECK

18. Rotors Running Refuelling

18A. Purpose

Ensuring Rotors Running Refuelling is completed safely.

18B. Expectations

The aircraft operator has established a procedure for Rotors Running Refuelling (RRRF), if applicable.

18C. Processes and practices

18C.1 The aircraft operator has documented procedures for the conduct of RRRF, where this is permitted, and RRRF has been subject to a risk assessment.

18C.2 The procedures include the following in addition to any local regulatory requirements:

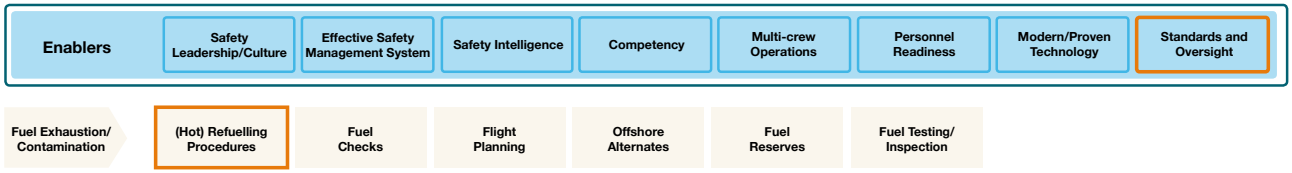
- 18C.2.1 A pilot is at the controls at all times.
- 18C.2.2 Passengers normally disembark prior to refuelling; however, if, for safety reasons, the Pilot in Command (PIC) decides to refuel with the passengers on board, the passengers are informed of this decision and the actions to take in the event of a fire.
- 18C.2.3 Firefighting capability is available and manned with trained personnel.
- 18C.2.4 A person is stationed at the helicopter door to communicate with the passengers if they remain on board, and assist evacuation in the event of a fire. This person has visual contact with the refuelling operator.
- 18C.2.5 All seat belts are unfastened, the main exit door away from the side where refuelling is occurring is opened unless otherwise specified by the RFM.
- 18C.2.6 HF radios are not used during refuelling, and the radar is switched to standby.
- 18C.2.7 A fuel quality check is witnessed by the flight crew prior to refuelling.
- 18C.2.8 The aircraft, fuel supply and fuel hose are grounded before removing the fuel cap and inserting the fuel nozzle into the aircraft fuel tank.

18C.3 After refuelling, a member of the crew verifies to the flight crew the fuel quantity uplifted and that all equipment has been removed, the fuel cap has been replaced securely and the aircraft is properly configured for flight.

HELIDECK

Guidance documents

- CAP 437 – Chapter 8
- HSAC RP163
- HeliOffshore Safety Performance Model



HELIDECK

19. Ground operations staff – training and competence

19A. Purpose

Ensuring personnel have appropriate training, qualifications, knowledge, skills, and experience.

19B. Expectations

Ground operations staff, including check-in and security staff, are appropriately qualified, experienced, and competent.

19C. Processes and practices

19C.1 There is a training programme which provides ground operations staff with appropriate initial and subsequent training, as defined by their roles and responsibilities, and includes details of the accepted training providers, training syllabi, and persons/organizations responsible for training.

19C.2 A training and authorization record is maintained for all personnel.

19C.3 All training is tracked in an appropriate process.

19C.4 Ground operations staff are subject to competence assessments at least every three years.

19C.5 Staff involved in passenger/baggage/freight handling are trained in dangerous goods handling.

19C.6 For further information, see IOGP Report 690-2, Section 4 - Alcohol and Drugs and IOGP Report 697 - *Helidecks and facilities*, Section 8 - Personnel Training.

Guidance documents

- ICAO Annex 17
- ICAO Annex 18
- HeliOffshore Safety Performance Model
- IOGP Report 697 - *Helidecks and facilities*