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Our Ref: AIC 23-R19/23-1002

Safety recommendation: AIC 23-R19/23-1002

Addressed to: Helifix Operations Limited

Date issued: 10 December 2023

Investigation link: AIC 23-1002

Action status: Issued

Safety deficiency description

On 10 February 2023, at 13:43 local time, (03:43 UTC) a Cessna 208B Grand Caravan aircraft, registered P2-HFA (HFA), owned and operated by Helifix Operations Limited (Ltd), was conducting a VFR charter flight from Kiunga Airport, Western Province to Eliptamin Airstrip, Sandaun Province, Papua New Guinea, when during the landing roll, the aircraft overran the strip and impacted the embankment of a drain which runs along the edge of the airstrip.

The investigation noted that the Operator has an existing Safety Management System which includes the safety communication and reporting system.

According to the operator's Safety Manual, section 3.2 Safety Reporting.

The Company shall have a formal process for safety reporting. Safety reporting is defined as the systematic reporting of all situations, events and conditions which have occurred, or which could occur, which have the potential for compromising the safety goals of the Company.

The Quality & Safety Manager is responsible for the Safety Reporting System. Department Heads are responsible for ensuring that their employees comply with both statutory and company policies regarding safety reporting.

Any safety related incident or concern should be relayed to the appropriate department head and where practical, immediate remedial action is required to ensure continued safe operations.

The Operator's Safety Reports extracted from Air Maestro for the years 2021 to 2023 showed that between the years 2021 to 2023, less than 20 incidents were reported. There also were no reported incidents associated with the windsock or any other reported hazards at Eliptamin Airstrip.

Recommendation number AIC 23-R19/23-1002 to Helifix Limited.

The PNG Accident Investigation Commission recommends that Helifix Operations Limited ensure Flight Crew are aware of the safety reporting system and report all hazards identified or observed at the aerodromes operated to and during all other flight operational duties.

Action requested.

The AIC requests that Helifix Limited note recommendation *AIC 23-R19/23-1002* and provide a response to the AIC within 90 days of the issue date and explain (including with evidence) how Helifix Operations Limited has addressed the safety deficiency identified in the safety recommendation.

A handwritten signature in blue ink, appearing to read 'A Bouraga', with a stylized flourish at the end.

Capt. A Bouraga, MBE

Chief Commissioner

10 December 2023

Helifix Operations Limited Response to Safety Recommendation AIC 23-R19/23-1002

On 26 January 2024, Helifix Operations Limited (HOL) responded via email providing their safety action to address the *Safety Recommendation AIC 23-R19/23-1002*. According to HOL, it has an existing systematic reporting system which is managed through the Air Maestro system. However, the HOL indicated that the reporting system is ineffective as there has been an evident decline in reporting of safety related issues.

HOL provided PNG AIC with a copy of an email to all HOL Staff containing a Memo dated 18 January 2024, which was issued by the Quality and Safety Department. The Memo was addressed to all HOL employees and flight operations crew on behalf of the CEO and served as an advisory to all staff to report a Hazard and a Safety Improvement Report Card per month. The Memo also emphasised the importance of safety reporting to prevent accidents, incidents, irregular occurrences and potentially unsafe conditions.

PNG AIC assessment of Helifix Operations Limited Response

The AIC reviewed HOL's safety action to address *Safety Recommendation AIC 23-R19/23-1002* and notes that the safety action addresses the safety deficiency in the safety recommendation.

The AIC assigned this response as *satisfactory rating*.

The AIC recorded the Status of the AIC Recommendation: **CLOSED**



Maryanne J. Wal

Chief Commissioner

8 February 2024