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**Safety recommendation: AIC 24-R06/23-1006**

**Addressed to: Heli Solutions Limited**

**Date issued: 4 July 2024**

**Investigation link: AIC 23-1006**

**Action status: Issued**

## Introduction

On 22 September 2023, at 15:15 local time (05:15 UTC), a Bell 407 helicopter registered P2-HSN, owned and operated by Heli Solutions Limited was conducting a VFR passenger charter flight from Simbai to Kovon, Madang Province, when during its hover to land on a field at Gebrau village in the Kovon LLG, the helicopter's rotor blades struck a tree.

There were six persons on board the aircraft: the Pilot, a Load Master and four adult passengers. The pilot sustained minor injuries while the Load Master and passengers sustained severe injuries. The aircraft was destroyed.

## Safety deficiency description

According to the operator's SMS Manual, a Safety Management System (SMS) is based on hazards and risks, especially in the aviation industry. The primary role of the SMS is to promote procedures that support operational excellence, prevent accidents and incidents, and manage corporate risk. SMS is proactive, predictive, and data-driven in nature. SMS components include the collection, analysis, and dissemination of safety information, the purpose of which is to raise safety awareness throughout the Company.

The Quality and Safety Manager serves as the primary liaison for implementation of the SMS and has direct access to the CEO on all aspects of the program. This Part applies to all personnel and includes all activities, processes, and procedures within the Company.

The operator's *Quality Assurance Manual (QAM)* states that the size of Heli Solutions Ltd is such that the Quality & Safety Manager is the only full-time employee dedicated to the quality function.

The Quality & Safety Manager has a direct line of accountability to the Chief Executive Officer. The quality system ensures all activities conducted under the company's Part 119 Air Operator Certificate complies with the relevant certificate.

The investigation identified the following non-conformance and non-compliance:

- There was no information of the helicopter landing area (field) in the Operator's Helicopter Landing Site/Aerodrome Register.
- There was no record of a landing site assessment conducted and incorporated in the operational risk assessment and Journey Plan and no record of a review of the landing site to ensure it met the requirements of *CASA PNG AIP/AD-6* before commencing the Ad hoc or non-routine flights to the unfamiliar area or landing sites.
- There was no record of CRM training provided by the operator. The pilots CRM training was provided by another operator that also engaged the pilot as a Line Pilot through a Service Level Agreement (SLA).
- The Pilot's Company Authorization and Contract had expired.

### **Recommendation number AIC 24-R06/23-1006 to Heli Solutions Limited**

The PNG Accident Investigation Commission recommends that Heli Solutions Limited should ensure Quality Assurance System procedures are effectively implemented to ensure company documented procedures are implemented and monitored according to the requirements to ensure conformance to company procedures and compliance with regulatory requirements.

### **Action requested**

The AIC requests that the Heli Solutions Limited note recommendation *AIC 24-R06/23-1006* and provide a response to the AIC within 90 days of the issue date, but no later than 2 October 2024 and explain including with evidence how Heli Solutions Limited has addressed the safety deficiency identified in the safety recommendation.



**Maryanne J Wal**  
*Chief Commissioner*

## **Heli Solutions Limited response to Safety Recommendation AIC 24-R06/23-1006**

The AIC did not receive a response from Heli Solutions Limited within the 90-day period provided in accordance with *ICAO Annex 13 para 6.10*.

On 4 November 2024, the AIC sent another courtesy follow up email to the operator. No response was received by the AIC.

On 7 and 14 May 2025 respectively two more follow up emails were sent to the operator.

On 14 May 2025, Heli Solutions Ltd responded to AIC Safety Recommendation AIC 24-R06/23-1006 and advised that they will provide feedback.

### **AIC assessment to Heli Solutions Ltd Response**

The AIC has assessed the lack of safety action by Heli Solutions Limited to AIC Safety Recommendation *AIC 24-R06/23-1006* assigned the safety recommendation ***unable to assess*** rating. The safety risk remains.

The AIC has recorded the Status of the AIC Recommendation: **MONITOR**



**Maryanne J Wal**  
*Chief Commissioner*

28 May 2025

## Heli Solutions Limited response to Safety Recommendation AIC 24-R06/23-1006

On 24 June 2025, Heli Solutions Limited provided a response to Safety Recommendation AIC 24-R06/23-1006, via email with the following evidence showing preventive actions taken to address identified safety deficiencies:

1. Company/Internal Department Memorandum 02, dated 22 May 2025 that was sent by the Quality Safety Manager to all Managers on HSL Company Work Authorization-PNGAIC:24-R06/23-1006. The memo's purpose was to inform all respective managers of the safety recommendations and that all Managers must follow documented processes when onboarding a new or existing contracted employee and how that is achieved. The memo also states that a company authorisation will be issued as it is a safety guard or safety net in making sure, personnel who have necessary qualifications, skills and training and are assessed as being competent and are deemed fit to work.
2. Amendment *Request Form (Form HSQ 016)* was completed for an amendment to the *Quality Assurance Manual, Section 6 'Authorisations', subsection 4.4 'Process'*.
3. A copy of the amended *sub-section 4.4* of the QAM.

### AIC assessment to Heli Solutions Limited Response

The AIC has assessed the response provided by Heli Solutions Limited and notes that the preventative actions taken fully addresses the safety deficiencies identified in the safety recommendation.

The AIC assigned this response a *fully satisfactory* rating.

The AIC recorded the status of the Safety Recommendation: **CLOSED**



**Maryanne J Wal**  
*Chief Commissioner*

28 July 2025