Safety & Quality Policy
Provide reliability to the customer

Our value

The ultimate goal of Global Helicopter Service (GHS) is the long-term satisfaction of its customers. This fundamental principle is deeply entrenched as a core value within the company. To meet, manage and maintain this valued principle GHS hold safety above all else in everything we do with all aspects of Safety effectively managed through a web-based, state of the art, integrated Safety, Quality and Risk Management System that GHS has implemented. This integrated Risk Management System streamlines processes thereby assuring our highest level of operational safety and supports us in delivering a zero accident and incident operation to our clients. This management system is mandatory and is applied throughout the entire organisation.

The safety standards applied by GHS meet the requirements of the LBA aviation authority. GHS management have been appointed as responsible persons to ensure that this Safety & Quality Policy is implemented, understood and respected at all levels of the company.

It is the duty and personal responsibility of all employees to comply with procedures, safety standards, quality standards and regulations. This safety and quality guideline describes clearly and unequivocally the goal of GHS.

The GHS commitment to its customers is to supply services which meet the highest safety standards. These services will be of a high quality in accordance with the scope of work defined by the contract. Continuous improvement through innovative developments originating from the safety and quality system is part of our strategy and unreservedly supported by both management and employees. GHS's aim is to always exceed the mandatory standard in terms of the level of safety and quality it provides.

Our opinion

Safety & Quality are the key aspects which when applied across the board in an organization form the basis to supply service perfection in the field of aviation.

Our commitment

We are committed to

- support the management of safety through the provision of all appropriate resources, which will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results which applied as the standard to all other management systems of the organization;

- ensure the management of safety is a primary responsibility of all managers and employees;

- clearly define for all managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety and quality management system;

- establish and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities and to achieve continuous improvement in our safety performance;

- ensure that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, gross negligence or a deliberate or willful disregard of regulations or procedures;

- comply with, and wherever possible, exceed, legislative and regulatory requirements and standards;

- ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes;

- ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are only allocated tasks commensurate to their skills;

- establish and measure our safety performance against realistic safety performance indicators and safety performance targets;

- continually improve our safety performance through continuous monitoring, measurement and regular review and adjustment of safety objectives and targets and the unrelenting achievement of these;

- ensure externally supplied systems and services which are used to support our operations are delivered meeting our safety performance standards.

- Protecting the environment, health and safety of our employees, customers and other stakeholders

Safety and quality are regarded as core business functions. We are committed to developing, implementing, maintaining and constantly improving strategies and processes to ensure that all our aviation activities take place under an appropriate allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting regulatory requirements, while delivering our services.

All levels of management and all employees are accountable for the delivery of this highest level of safety and quality performance, starting with the CEO.

We promote a system where working in accordance with good safety practices will be honored and appropriate corrective actions is taken whenever required and we do our utmost to provide a working environment that attracts and develops skills, motivates and inspires staff to perform work to the highest standards in accordance with the best safety and quality practice's.

An essential tool is to promote continuous and supplementary training of both management and employees in order that they perform work to the highest level of service to meet and exceed our customers' expectations.

We at GHS

- recognize safety as a prime consideration at all times;

- apply human factors principles;

- encourage personnel to report operational and maintenance related errors/incidents;

- recognize that compliance with procedures, safety standards, quality standards and regulations is the duty of all personnel;

- recognize the need for all personnel to cooperate with the quality auditors;

- monitor compliance with EASA OPS, Part-M and Part-145 standards.

Without exception, we always spend the necessary time and effort and ensure resources to achieve our principals of safety and quality performance.

GHS is committed to operate according to the highest safety standards. To achieve this goal, it is imperative to have uninhibited reporting of all accidents, incidents, events, hazards, risks and any other information that may compromise the safe conduct of our operations. To this end, every staff member is warmly encouraged to, and be responsible for, reporting any safety-related information.

Reporting is free of any form of reprisal. The main purpose of reporting is risk control and accident and incident prevention and not to attribute blame. No action will be taken against any staff member who discloses a safety concern through the reporting system, unless such disclosure reveals, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

Our method for collecting, recording and disseminating safety information guarantees the protection, to the extent permissible by law, of the identity of those who report safety information.

_____ 29.04.2020
Dominik Goldfuss
Accountable Manager