

# HELI-UNION UNIVERSE



ISSUE II / JUNE 2017



## ABSOLUTE SATISFACTION IS WHAT WE AIM FOR

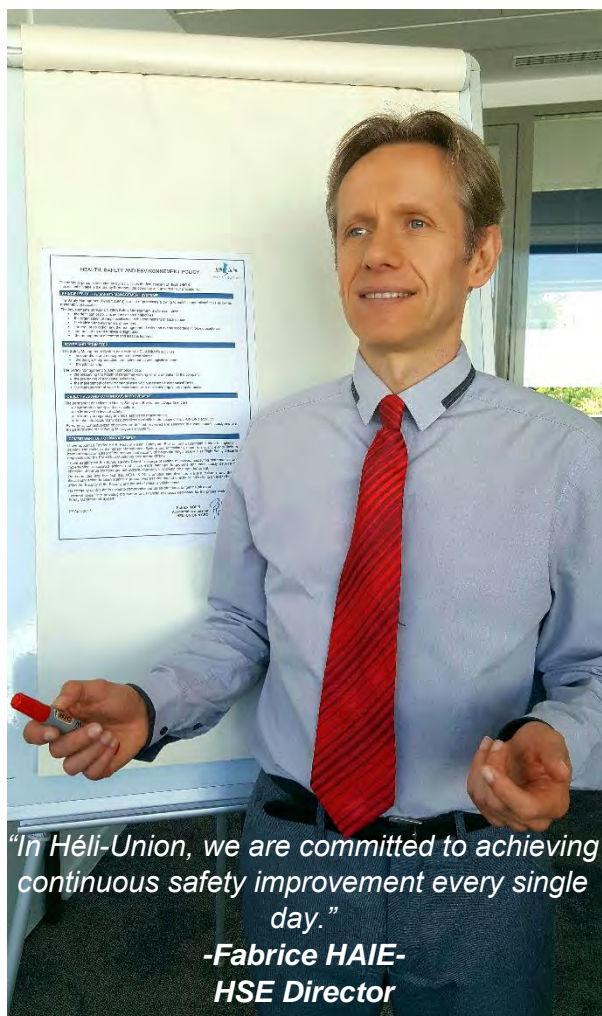
**Page 3**  
Héli-Union starts a  
new operation

**Page 4**  
Héli-Union received  
appreciation medals

**Page 6**  
Héli-Union New  
Branch in Pau,  
France

**Page 7**  
HUTC Pilot Ceremony  
Award

# HELI-UNION SAFETY CORNER



*"In Héli-Union, we are committed to achieving continuous safety improvement every single day."*  
**-Fabrice HAIE-  
HSE Director**

Héli-Union implements Safety Management System (SMS) Training on the basis of the International Aviation Authority Standards. Everyone working in the company including those in the overseas bases, have to attend our SMS training to learn how to implement and manage all of the required SMS parts and get proficient in conducting risk management in Héli-Union. Knowledge assessment is to be performed to validate the end of each SMS training.

Everyone within Héli-Union has free access to an internal website where latest safety related policies and assessments can be found. This includes Héli-Union Safety Review Board, Risk Assessment, along with regularly updated safety information from the International Authority and Standards Organisations such as French Civil Aviation Authority, HeliOffshore and EASA. This allows the users to experience the live updates of safety support documentation from anywhere and at anytime.

Monthly HSE KPI (Health, Safety and Environment Key Performance Indicators) report is diffused internally in order to raise employees' awareness of Héli-Union's safety goals that have been set and to monitor performance trends. Hence, all employees are able to measure the success or lack thereof, on an ongoing basis, with the ability to identify problems, cultivate opportunities, and make improvements, as necessary, all along the way.

## HELI-UNION ATTENDED HELIOFFSHORE CONFERENCE 2017 IN BUDAPEST, HUNGARY

Héli-Union is a member of HeliOffshore, the global safety association for the offshore helicopter industry. To attend this year's HeliOffshore Conference, Mr. Molis, the CEO of Héli-Union together with Mr. Cosson, the Deputy Managing Director and the Sales Team flew to Budapest to meet the experts from all around the world. The purpose of this conference is to share best practises and to exchange collaboratively the essential information, thus enhance safety system reliability, operational effectiveness and reduce risks.

Safety has always been the main priority in Héli-Union. Thus, HeliOffshore Conference is a great opportunity to show our deep commitment to together achieve better safety results in offshore helicopter industry.



**HeliOffshore**  
*Safety Through Collaboration*





# FLY SAFE AND FLY HIGH

*OUR SAFETY CULTURE IS EMBRACED BY OUR EMPLOYEES THROUGHOUT THE ORGANISATION.*







Héli-Union AW139 during transport process

## HELI-UNION STARTS HELICOPTER OPERATIONS FOR WOODSIDE IN OFFSHORE MYANMAR

On Friday, 24 February 2017, Héli-Union successfully started helicopter operations in the North of Myanmar. Its customer, Woodside, is an international oil and gas company to whom Héli-Union provided its services last year for a drilling campaign in the same blocks. This is not the first time that the two companies are working together for an offshore operation.

The contract entails provision of passenger transportation, MEDEVAC (Medical Evacuation) and LIMSAR (Search and Rescue) services for blocks A-6 and AD-7. Héli-Union is operating 3 AW139s for this particular mission. Two of these helicopters are of 7 Tonnes configuration with the latest avionics package are dedicated to support Woodside's crew change operations. One of these helicopters has been particularly retrofitted recently in Malaysia, in order to meet the flying distance requirement of this mission.

This mission necessitates Héli-Union to operate simultaneously from several bases and required the company to be flexible. Héli-Union's project management team worked conscientiously to emerge with the most cost-effective solutions for its clients.

Jonathan Cosson, Héli-Union's Deputy Managing Director commented that, *"We are delighted that Woodside has decided to work with us again and we look forward to providing a high level of service. The project team, including pilots and engineers have been working very intensively to provide a safe and efficient service above all."*



Safety Video Briefing Room





## HELI-UNION RECEIVED RECOGNITION MEDALS FOR ITS HELICOPTER TRANSPORT SERVICES IN TANZANIA

Héli-Union has just ended its contract to support BG Group's offshore drilling operations for two natural gas wells in blocks 1 and 4 in Southern Tanzania. The operation lasted for 3 months from November 2016 until January 2017. Héli-Union supported the operation with its AW139 helicopter for passenger transport and another AW139 for MEDEVAC services.

This operation marks Héli-Union's first mission in Tanzania and first collaboration with BG Group.



Héli-Union Base Manager and BG HSE Manager

Mr. Patrick Molis, the CEO of Héli-Union commented,

*"We are very pleased that BG Group chose Héli-Union to provide helicopter transport support for their drilling operations in Tanzania. Héli-Union is very determined to give only the safest and the best service for our clients. This activity has marked the expansion of Héli-Union's footprint in Africa and we intend to spread our wings even further. We do not cease to improve and we hope that Héli-Union will be able to provide BG Group with more of our service in the future."*

For its safe and efficient service, BG Group has awarded Héli-Union with recognition medals at the end of the successful mission.





# HELI-UNION GABON

For more than 40 years, Héli-Union has been serving Oil and Gas companies operating in Africa. In 1975, Héli-Union entered the emerging market of Gabon with 4 helicopters. Héli-Union established a partnership with a local company Heli-Afrique, based in Port Gentil, to support the operations of Elf Gabon and Shell at the time. After acquiring the company in 1982, Heli-Afrique officially changed its name to Héli-Union Gabon. The company grew extensively that by the end of the 90s, its fleet reached up to more than 20 helicopters based in Port Gentil and several other secondary bases. Héli-Union Gabon's main activities were to support seismic campaigns and offshore crew-change for Oil and Gas companies.

In 2010, Héli-Gabon built a new maintenance hangar to expand its services. With an EASA approved 1000m<sup>2</sup> hangar, Héli-Union Gabon's capability in meeting the international standards is undisputable.

Today, Héli-Union Gabon is a fully organised company with resident personnel and permanent structure. The premises in Port Gentil comprise of 3 areas: an operation and passenger management area, a 6 slot helicopter parking, along with technical facilities which includes 2 hangars and offices. Heli-Gabon's current fleet in Port Gentil is composed of medium weight helicopters such as H225, AW139 and AS365N3.

Héli-Union Gabon consistently receives logistic, technical and operational supports from the Headquarter of Héli-Union in France at all time to ensure the highest level of safety and efficiency for our clients.



## HELI-UNION OPENS A NEW BRANCH IN PAU AIRPORT, FRANCE

Héli-Union is creating more than 30 new jobs by opening its doors in Pau, France. This new branch will become another branch of Héli-Union Industry providing heavy maintenance of helicopters. Héli-Union Pau is expected to be operational in May 2017.

Héli-Union Pau will host one of Héli-Union's main portfolios of industry-related service, which is regular inspection of Helicopter type Cougar and Super Puma Families (AS332/AS532) dedicated to the French Military.

The maintenance hangar will reach the surface area of 2500m<sup>2</sup> with a maximum capacity of receiving 4 helicopters at once.

In Toussus-le-Noble, Héli-Union has seen an increasing flow of helicopter inspection demand.

The company is projecting a higher number of demand starting from 2017. By establishing a new branch, Héli-Union will be able to answer to its clients' needs more effectively.

Pau Airport has been chosen as the new destination due to its strategic location. Héli-Union's new hangar in Pau Airport will be located within a walking distance from the bases of its main client, the French Army. This allows Héli-Union Industry to have a closer approach to its main clients and to retaliate in a timely manner.

Along with the new branch comes new competent staffs to manage the business. Laurent Marie has been nominated as the Base Manager of Héli-Union Pau. Laurent Marie has been working in Héli-Union for 27 years and is currently holding the position of Launching Service Manager.



**LAURENT MARIE**  
Base Manager of  
Héli-Union Industry Pau

### EXPERIENCE

<b>April 1990</b>	Offshore Engineer (Lama, Alouette II, Dauphin SA 365C)
<b>1993 – 1997</b>	Helicopter Engineer (Dolphin SA 365C and SA 365N - Puma SA 330 – Squirrel)
<b>1997 – 1999</b>	Helicopter Inspection Manager (Dolphin SA 365N and Squirrel)
<b>1999 – 2001</b>	Helicopter Inspection Controller
<b>2001 – 2010</b>	Maintenance Manager
<b>2010 – 2016</b>	Maintenance Manager and Contract Manager for Héli-Union Industry
<b>2016 – 2017</b>	Maintenance Manager, Contract Manager for Héli-Union Industry and Deputy of Héli-Union Industry Director





## DIPLOMA AWARD CEREMONY OF CAMEROONESE PILOTS IN HELI-UNION TRAINING CENTER

### *HUTC HAS BEEN GIVEN THE OPPORTUNITY TO HOST AND TO TRAIN PILOTS FROM THE CAMEROON'S ARMED FORCES*

Earlier in March 2017, several pilots from the Camerooneese Army have just received their pilot licenses in HUTC. This remarks the end of the second training session for these pilots.

The Camerooneese Pilots arrived at Héli-Union Training Center on the 1<sup>st</sup> of May 2015. The extensive number of training that they had to undertake are the Theoretical ATPL (H) Course with the main objective is to train helicopter pilots in order to attain the theoretical knowledge necessary to undertake its professional activity in helicopter industry, CPL/IR (Commercial Pilot License/Instrument Rating) Courses with MCC (Multi Crew Coordination), Multi-pilot Qualification, Helicopter Type Bell 206 Qualification, Helicopter Type AS365N3 Qualification, Mountain Flying and Over-the-Sea Flying courses.

Héli-Union Training Center is also proud to announce that one of the successful trained-pilot, Ms. Sorel Stephanie GUEMKAM FOPOSSI is the first ever woman pilot within the Cameroon's Air Force and more also, the first ever woman pilot who takes Ab-Initio training at Héli-Union Training Center.

*Héli-Union Training Center or HUTC is a helicopter training center approved by EASA. Located in the Brie Champniers airport in Charente, HUTC offers a wide range of training courses, from basic to professional helicopter pilot license. The courses are adapted to the needs and profile of each student. Each year, the school receives more than 500 students and pilots with diverse backgrounds. HUTC operates its activities in 2300m<sup>2</sup> modern and pleasant premises.*



# JOEL MARTIN AND BRUNO CAILLAUD

*Working together to reach a common goal*

In this edition, we will look closer on *the Flight and Ground Operation Manager* and *the Chief Pilot and Training Manager* of Héli-Union. Joël Martin and Bruno Caillaud have known each other for 15 years ever since the time when they were still flying for the French Army. Since two years ago, they started to work together conjointly in the Operations Department based at the Headquarter of Héli-Union. Both of them have similar backgrounds as Flight Instructors, Flight Examiners, Base Managers and Base Operations Managers. Their experience and knowledge have made them highly valuable resources for Héli-Union.

As the nominated person for the Flight and Ground Operations in Héli-Union, Joël is responsible in managing all offshore/onshore helicopter flights for Oil and Gas clients. Each client has different aviation standard to which Joël and his team have to analyse and comply with. Other than the aviation standards, the team work together to ensure that all flights comply with international standards of the EASA and the OGP. Joël's other main task in the company is to ensure the provision of helicopters in operational-level. This includes on ground flight preparations for the pilots, passenger's pre-flight briefing and check-in process which are highly important to make certain that the payload is respected. Naturally, all has to be in accordance with the Safety and Quality spirit of Héli-Union. Joël is also constantly in contact with Operation Managers and Base Managers in all Héli-Union's bases to monitor each flight performs for the clients.

Whenever Héli-Union has a new mission, Joël defines a new flight path from the operation base to the destination point at an appropriate altitude. Together with Bruno, they take into consideration the means in place for SAR operations on the ground, during the flight and above the sea. For a successful mission, understanding the clients' platform is indispensable.

Bruno is in charge of pilot qualification and to ensure that all pilots receive suitable recurrent trainings to keep them qualified. Depending on Héli-Union Fleet Policy and the needs of clients, Bruno organises trainings for pilots on new types of helicopter, captains, co-pilots, and newly recruited pilots. By visiting the training centres on site and by supervising directly the examiners, he makes certain that all trainings are in accordance with the pilot standardisation published by the company. Other than that, Bruno is also responsible in monitoring the SAR/ARK trainings for the pilots.



JOEL MARTIN  
Flight and Ground Operation Manager

*With more than 20 years of experience as a Helicopter Pilot in the French Army, as well as Pilot Instructor and Examiner since 1999, Joël Martin decided to fly with Héli-Union in 2008 with his first mission as a co-pilot in Gabon, Libya and Cameroun.*

*Since then, his carrier in Héli-Union has brought him all around the world: Nigeria, Myanmar and Libya (as the Operation and Base Manager), before finally coming back to France as the Flight and Ground Operations Manager in 2015.*

*Bruno Caillaud has been flying with Héli Union for over 10 years as an Offshore Captain in Gabon, Congo, Myanmar, Cameroon, Malaysia and the Operation Manager in Congo and Myanmar, before being appointed as the Chief Pilot and Training Manager. Prior to that, he was working as a Military Instructor, Examiner, Co-pilot and Captain for 15 years for helicopter type SA330. He holds qualifications as an instructor and examiner for helicopter types rating AS 365N/N3, S76C++ and AW139.*



**BRUNO CAILLAUD**  
Chief Pilot and Training Manager

Together with the entire Operations team, Bruno and Joël make regular improvement on Héli-Union flying procedure to maintain a high level of safety for passengers. Bruno and Joël frequently receive audit controls from the DGAC (French Civil Aviation Authority), audits from the DSAC, internal audits from the HU Quality Department, audits from the Civil Aviation Authority in the operating countries and finally audit from current Oil and Gas clients. After every audit, Joël analyses the operational performance mentioned on the audits' feedbacks. Joël then works collectively with Bruno in creating new procedures that can help to improve the Operations Department for the upcoming audits.

### HOW IS THE PILOT MANAGEMENT IN HELI-UNION?

When a pilot is selected in accordance to his level of competence, his simulator test results, his flying hours and background's compliance to the OGP and the company standards, he has to undergo an adaptation period. During this period, he has to pass a CRM (Crew Resource Management) Course, a Security Training, a comprehensive training on HU procedures, Héli-Union Flight Operation Manual, a Simulation Training and many others to assure that he will be well prepared for a mission. The selected pilot will start his mission as a co-pilot for the first few years, and if his level of competency is sufficient, he will then have the opportunity to follow specific courses before being promoted as the commander on board. All pilots are required to pass a recurrent simulator training every year. An intermediate operator proficiency check performed during helicopter flight on site are also mandatory 6 months after the recurrent simulator training.

### HOW HAS HELI-UNION EVOLVED FOR THE PAST YEARS?

**Bruno:** In 2014, as required by EASA (European Aviation Safety Agency), Héli-Union had to reform its aviation regulations from OPS 3 to Air Ops. I remember how every single one of us was working tirelessly to review and improve all of our procedures in order to be compliance to this new regulation and to the OGP in order to give the complete satisfaction to our clients. Furthermore, in 2015, at the request of a client, we were required to re-perform the hoist operation that Héli-Union had formerly. Together with Priority1, we organised the necessary trainings in order to re-establish this ability of ours. Now, hoist operations can be offered to any clients who need it. To meet clients' requirements, Héli-Union integrates continuously new and modern fleet like H225 and AW139.

**Joël:** When I first entered the company, I remember seeing old helicopters type Dolphin C2 and C3 in the hangar. Nevertheless, Héli-Union never cease to renew its fleet to meet the market demand by purchasing modern with high-performance aircrafts. In the last 9 years I witness how our procedures, manuals, documentations have significantly evolved. Héli-Union has continuously gained a remarkable experience in this industry. Our level of competence meets the high international aviation standards. We become progressively well-known for what we excel at. Without doubt, this achievement requires a big commitment from everyone who works with Héli-Union.



## HOW DO YOU SEE THE FUTURE OF HELI-UNION?

**Joël:** I think during hard times like nowadays, Héli-Union does not cease to adapt their business strategy in order to develop in this market. Héli-Union will be focusing more in entering new countries with high potentials. Héli-Union will be ready wherever a detected client requires a provision of helicopter service.

**Bruno:** The Oil and Gas Industry Outlook is navigating the low path and leads us to face fierce competition from our competitors. In order to develop in this Industry, Héli-Union is compelled to escalate its quality standards to exceed clients' expectations with attractive charges. In time, Héli-Union will progressively renew its fleet.

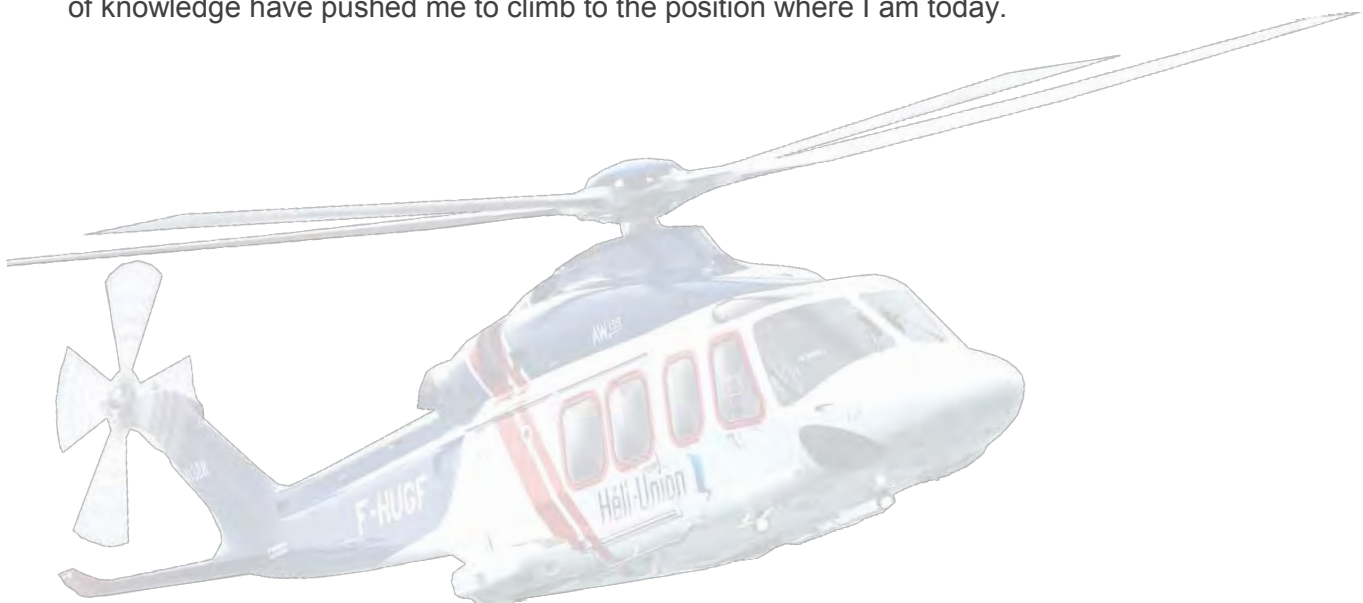
## THOUGHTS OF WORKING WITH HELI-UNION?

**Bruno:** Working as a pilot in the Offshore Industry has been very rewarding. I have had the opportunity to explore new territories, to meet interesting people, to exchange my point of views with pilots from the civil and military industry. I could spend an incredible amount of time within a group of pilots and engineers that I considered them as my own family. I cared for them that I was willing to invest my best for this family. As the time goes by, my investment paid off and I was able to climb to higher positions as Commander on Board, Base Manager and Training Manager.

When I accepted Héli-Union's job offer as the Chief Pilot and Training Manager in Toussus le Noble to regulate the pilot trainings, I knew that I would be able to expand my knowledge even further. The main advantage of working with Héli-Union is that I have the opportunity to apply my expertise and to improve the procedure as I see fit. Of course while being compliant to the international standards.

**Joël:** After 20 years working in the French Army and being relocated from one country to another as the Base Manager, it was a bit challenging for me at first to adapt myself to work at the Head Quarter which required significantly less fieldworks. Knowing how other departments operate is also crucial to ensure the success of each mission. However, I found that all departments work together in a professional manner and everyone here is very dedicated to their job. Of course, I am very pleased working with Héli-Union. Challenges come and go, but at the end of the day, hard work pays well and we can always all enjoy the fruits of our hard labour.

I have learned a lot from my times doing fieldworks in Héli-Union. I have met incredible and talented people who are willing to share their extraordinary knowledge and experience. My dedication and thirst of knowledge have pushed me to climb to the position where I am today.



# HMSA TEAM IN ARGENTINA



HMSA (Helicopteros Marinos SA) is a subsidiary of Heli-Union in South America. The company has operational bases in Argentina and in Uruguay. Heli-Union is currently operating H145 for oil and gas clients and is planning to move to new helicopter type in the near future.

In Tierra de Fuego, Argentina, HMSA has been working from two bases, Río Cullen and Río Grande, where they support offshore production activities of an international oil and gas company. In Uruguay, HMSA operates as HMU SA in off-shore activities with Dauphin SA365.

HMSA's main base is located in Buenos Aires, where they have an Airbus certified maintenance center and a Safran Helicopter Engines-approved Service Center.

# HELI-UNION FOOTBALL MATCH

(20/03/2017)





# CELEBRATING 15 YEARS OF HUTC



On the 2<sup>nd</sup> of April 2017, HUTC just celebrated its 15 years. HUTC was established in 2002 and has since then become one of the best helicopter pilot school in the world, equipped with one of the only two simulators exist in the world: AS365N3 FFS/FTD.

## HELI-UNION HQ

Aérodrome de Toussus le Noble  
78117 Châteaufort France  
Tel : +33 1 39 25 84 84  
Fax : +33 1 39 25 84 85  
[www.heli-union.com](http://www.heli-union.com)

## HELI-UNION TRAINING CENTER

Aéroport Angoulême-Cognac  
16430, Champniers  
Tel : +33 5 45 90 33 38  
Email : [a.marchal@hutc.fr](mailto:a.marchal@hutc.fr)  
[www.hutc.fr](http://www.hutc.fr)



FOLLOW US ON :

