



Case study

Effective risk management at CHC Helicopter



Summary

How CHC uses bowties to fulfill the customers' risk management measures.



The need

An application to control the effort involved in monitoring and improving the risk management requirements of their clients.



The solution

BowTieXP implementation



The results

An enhanced risk analysis for their operations which meet their own standards and those of their customers.

About the client

CHC Helicopter provides unmatched helicopter services that enable their customers to reach beyond. It is the world's largest helicopter services company. It specializes in three main areas of operation; transportation to offshore oil and gas platforms, civilian search and rescue services and helicopter maintenance repair and overhaul. CHC Helicopter is headquartered in Vancouver, Canada and operates more than 250 aircrafts in about 30 countries around the world.

About Wolters Kluwer Enablon

Enablon, a Wolters Kluwer business, is the world's leading provider of integrated risk management, operational risk management, EHS and sustainability software solutions. Bowtie Suite is the leading provider in barrier based risk management solutions. It's a off the shelf, intuitive, process safety software solutions that support your organization during every step of your safety journey to enable safe and efficient operations.



For CHC Helicopter, risk management is all about transparency. The world's largest helicopter company aims to make each base's risks visible, both internally and to its customers. The worldwide roll-out of BowTieXP across 30 countries helps the company to lower the risk profile and to move from reactive to proactive risk management.



CHC Helicopter has been using BowTieXP and BowTieXP Enterprise for years. "Our expectations have been fully met by the tool," says Liam Tutin, Head of Global Safety & Quality at CHC Helicopter. "We

were looking to gain control of our risk management systems. The software is very responsive and helped us to create simplified processes that are effective to monitor."



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Liam Tutin

Head of Global Safety & Quality
APAC, LAM & BD
CHC Helicopter

Lower risk profile in reporting rates

Using the risk management software improves the risk management within CHC Helicopter. “BowTieXP is a major driver behind our safety management program,” says Liam. “It gives us more transparency in the risk profile of our overall business. Also, we have gained clearer visibility of the risks of each base. This enables us to standardize across not only our regional operation but also globally.”

This improvement is reflected in the reporting rates. “We see a much lower risk profile in our reporting rates. Interestingly, our more mature bases report more low-level risks, as they don’t have many medium and high risks to report anymore. We’re moving from reactive to proactive risk management.”

Safety case plan for customers

Another reason for using BowTieXP is the ability to supply CHC Helicopter’s customers with a detailed safety case plan. Liam: “We see the safety case plan as a trilogy, consisting of not only a safety case document that describes specific risk measures on the base, but also understanding how we do business safely,

and a risk register. Those three elements working together allow us to understand and monitor our risks.”

These safety case plans are easy to adapt, for example, if the company acquires new customers or if the customers’ requirements change. “New customers

can fit seamlessly in the risk management systems that we have set up globally. It’s as simple as updating the document of the safety case and assessing if it is still applicable to this specific customer,” says Liam. “Our customers provide us with positive feedback based on the program. Generally, we have significantly higher standards than the customer’s regulators.”



Strategic development and operational development

CHC Helicopter combines BowTieXP and BowTieXP Enterprise to support its safety strategy throughout the company. “BowTieXP supports both our business unit leaders and the safety teams who register the hazards. Access to the wider staff base is managed through BowTieXP Enterprise. We use this platform for

strategic development and operational deployment,” says Liam. “The user-friendliness and simple nature of the software support us to get proactive information from our bases. It leads to a positive experience in gaining the information we need.”

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Worldwide roll-out

CHC Helicopter operates helicopter bases across 30 countries. The global roll-out of BowTieXP went smoothly. “We get universal acceptance, with very little negative feedback. The software is very intuitive to use, which makes our job of rolling out the program globally very simple,” says Liam. “With so many

different countries, we’ve been adapting to each unique culture. Each time we’ve got feedback from a region, we try to find common ground. It’s been a process of educating and showing the benefits. We’ve let the software speak for itself. People shouldn’t underestimate the power of a strong program.”

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Continuous improvement

Our clients constantly challenge us to find new capabilities and to automate our risk processes even further. Internally, we’re getting a strong push for base-specific bowties. Most of our bowties are general, and we’re keen to keep it that way, but some situations only occur at certain

locations. For example, for our northern bases in Australia, we’d like to add a control to manage the risk of snakes. The software keeps this manageable; we can provide transparency and controls to specific hazards and maintain the standard as well.”

Following the structure of the software

CHC Helicopters aims to improve its risk management even further. “We don’t see this as a destination, but as an ongoing journey. One of our lessons learned is that it’s better to follow the software structure than to come up with our own ideas, as the framework truly supports our operations. BowTieXP is an integral part of our continuous improvement.”

Software used

- BowTieXP
- BowTieXP Enterprise

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