



Hibernia

EXHIBIT/P-00117/401



Husky Energy



Helicopter Operations Task Force (HOTF)
S-92 Return to Service Assessment

Appendix 4:

**Joint Occupational Health & Safety
Committee (JOHSC) Q&As**

1. **Compiled Workforces Questions**
2. **Correlated GBO Responses**



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Helicopter Operations Task Force (HOTF)
S-92 Return to Service Assessment

Joint Occupational Health & Safety Committee (JOHSC) Q&As

1. Compiled Workforces Questions

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
001	CEP	Why was it flying at 9000 ft. high? Is this common, and do we need to be flying that high?	Cougar Ops	Flight OPS Issue	Flight Elevation
002	CEP	Passengers to be made aware of mechanical/safety bulletins issued regarding our helicopters. Passengers to be informed of all risks involved with flying.	Cougar Ops	Passenger Safety	Alerts & Bulletins
003	CEP	Search and rescue helicopter to be tooled up and ready to respond in event of emergency.	Cougar Ops	Passenger Safety	SAR
004	CEP	Search and rescue helicopter to be deployed to accompany any helicopter returning to shore base due malfunction or alarm.	Cougar Ops	Passenger Safety	SAR
005	CEP	Should not be any flights at night.	Cougar Ops	Passenger Safety	Flight Conditions
006	CEP	What is protocol for chopper emergencies? Passengers would feel much safer if they were aware of backup plans.	Cougar Ops	Passenger Safety	Emergency Procedure
007	CEP	Flying in adverse Weather conditions and darkness should be reviewed regarding ditching and recovering of personal.	Cougar Ops	Passenger Safety	Flight Conditions
008	CEP	This practise of combining parts in areas where passengers sit should cease immediately when Cougar flights resume in the near future	Cougar Ops		Freight
009	CEP	Will the protocol for ditching into the ocean used by Cougar be changed in relation to any gearbox issue arising during flight dependent on the nature of the alarm.	Cougar Ops		Emergency Procedure
010	CEP	Will any freight be allowed in the cabin area with the passengers?	Cougar Ops		Freight
011	CEP	What are Cougar's protocols with respect to landing a chopper on the sea?	Cougar Ops		Emergency Procedure
012	CEP	Will full disclosure of future issues with any Cougar chopper be released to the passengers affected?	Cougar Ops		Maintenance
013	CEP	What conditions.i.e. warning lights, would warrant ditching in a controlled manner on the ocean.	Cougar Ops		Emergency Procedure
014	CEP	The flights are too crowded, too many people stuck in the rear seat, should be limited to two, not three.	Cougar Ops		Seats
015	CEP	I personally don't feel that the personnel at Cougar have been honest to me/us in the past wrt the conditions of the choppers, etc. This must change.	Cougar Ops		Communications
016	CEP	Chip Indication in gearbox? Is it from actual wear and tear ?or Is it false indication.We after having a number of these.	Cougar Ops		Maintenance
017	CEP	In the last number of weeks there have been occasions where helicopters would not start or another problem, they are put in the hanger and different one is brought out, why aren't these other ones started up before they fly offshore.	Cougar Ops		Maintenance
018	CEP	Why should it have to take a year or hours to fix a recall. If one owned a machine wouldn't they have the problem fixed as soon as possible.	Cougar Ops		Alerts & Bulletins

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
019	CEP	What was the protocol for a chopper with these issues before the crash? Was it to ditch the chopper in the ocean under controlled conditions or try to get the chopper back to land while risking killing everyone onboard as we have seen?	Cougar Ops		Emergency Procedure
020	CEP	We also feel that maintenance has been neglected on these choppers over the past while	Cougar Ops		Maintenance
021	CEP	Whats the deal with the service bulletin being issued and the manufacturer giving the operator and time frame to make changes. If the bolts (or what ever) were flagged and deemed necessary to be changed shouldn't they have been changed as soon as possible not in a year or X number of flying hours?	Cougar Ops		Alerts & Bulletins
022	CEP	What about protocol regarding emergency landings/ditchings. Are these practical and should they need to be reviewed?	Cougar Ops		Emergency Procedure
023	CEP	What are Maintenance issues over the past 4-5 yrs?	Cougar Ops		Maintenance
024	CEP	SOPs for Cougar, (we need more transparency)	Cougar Ops		Flight Ops general
025	CEP	What is the protocol for ditching in the case of loss of oil pressure in the gear box?	Cougar Ops		Emergency Procedure
026	CEP	When would the pilot or cougar mandate an emergency landing? I assumed there should be a critical procedure for such events especially loss of oil pressure to the gear box.	Cougar Ops		Emergency Procedure
027	CEP	If it was reported that there was a red fluid leaking outside the helicopter, and it was losing oil pressure, why didn't the pilot put the chopper in the water while he was still able?	Cougar Ops		Investigation Detail
028	CEP	The risks taken in the past with trying to land during heavy fog has to cease offshore on the TN-FPSO.	Cougar Ops		Flight Conditions
029	CEP	Many of us have experienced a turnaround on a Cougar flight due to an issue arising with the helicopter. Then it is either repaired with an extremely vague explanation to the passengers or the group fly's out in another helicopter within the next hour. Passengers who are subjected to this stress should be able to reject further travel that day with no pay loss	Cougar Ops		Communications
030	CEP	Is Cougar being pressured to make too many flights, which may be affecting maintenance.	Cougar Ops		Maintenance
031	CEP	Engineer a seat that incorporates a shock absorption system that can aid in survival of hard impact.	Helicopter	Passenger Safety	Seats
032	CEP	Auxiliary fuel tank to be removed. Passenger unable to reach over tank to knock out window. Passenger can merely reach out and touch window.	Helicopter	Passenger Safety	Aux Fuel Tank
033	CEP	Small cup goggles to be made available in stead of large goggles to maintain seal on face and protect eyes/vision from fuel in water.	Helicopter	Passenger Safety	Goggles

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
034	CEP	As a back-up lubrication was fitted to the gearbox of the S-61 after its original construction/design, can a back-up/emergency lubrication system be implemented on the S-92A gearbox as well?	Helicopter	Passenger Safety	Equipment
035	CEP	All other systems on chopper seem to have back-up, redundancy. Is there or will there be anything put in place for gearbox?	Helicopter		Equipment
036	CEP	There should only be single seating on the chopper, no double seats, everybody should have their own window in case of an accident, and not have to wait until someone else gets out first.	Helicopter		Exits
037	CEP	Will the aux. fuel tank be on any chopper that passengers are expected to fly on that is located in the cabin area?	Helicopter		Aux Fuel Tank
038	CEP	Answers to all the previous issues related to the S91's, i.e. chip lights, other gear box issues, etc.	Helicopter		Maintenance
039	CEP	A new type of mask or goggles should be sourced to protect your eyes from seawater / heli-fuel.	Helicopter		Goggles
040	CEP	Remove the auxiliary fuel tank from the passenger compartment. If I crash, I don't want a couple hundred gallons of fuel spilling on me, let alone the tank that is only bolted (isn't welded) to the chassis.	Helicopter		Aux Fuel Tank
041	CEP	The masks under the seats do not properly seal while the E-452 Flight suit is be worn.	Helicopter		Goggles
042	CEP	Why don't we fly choppers with back-up and emergency systems on key components?	Helicopter		Equipment
043	CEP	Was there a link to any Fatalities linked to this tank being in the cabin with the passengers?	Helicopter		Aux Fuel Tank
044	CEP	I have a problem with that aux. fuel tank. Not comfortable with storing jet fuel in the passenger compartment and it blocks free access to a number of windows.	Helicopter		Aux Fuel Tank
045	CEP	What about the past problems with the gearboxes on the S-92 helicopters	Helicopter		Maintenance
046	CEP	Gear Box Failure/Is there a back up emergency lubrication/If not can it be added?	Helicopter		Equipment
047	CEP	Being able to clearly hear the pilots is a problem	Helicopter		Equipment
048	CEP	The seat belts sometimes lock preventing you to bend forward to access goggles	Helicopter		Harnesses
049	CEP	According to <i>Canadian Press</i> Flight 491 lost power to flight recorder at 800 ft. How can loss of oil pressure result in helicopter losing power?	Investigation details	Passenger Safety	Investigation Detail
050	CEP	Are there any other manuf advisories that have not been acted upon with these choppers.	Investigation details		Alerts & Bulletins
051	CEP	Need more information regarding the cause of the crash. Changing the faulty studs to steel may solve nothing.....they may still break. Perhaps there is a deeper design flaw that needs to be investigated. Let the TSB complete its investigation of the crash. Faulty studs may be only part of the story.	Investigation details		Bolts

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
052	CEP	I find it hard to believe that Sikorsky did not feel that this was a big enough issue to halt operations and fix this problem, knowing that if you lose oil pressure the helicopter will be unable to stay in the air	Investigation details		Bolts
053	CEP	What was the actual cause of the accident?	Investigation details	Stakeholder Engagement	Investigation Detail
054	CEP	We should not fly until Robert Decker has made A recovery, and able to tell he's side of what happened, and he might have some concerns of what happened.	Investigation details		Investigation Detail
055	CEP	Will the full TSB's investigation into flight 491 be completed and released to the general public before we are expected to fly on the S91's again?	Investigation details		Investigation Timing
056	CEP	I need to hear what the medical examiner has to say about the cause(s) of death.	Investigation details		Cause of Death
057	CEP	Each passenger should have own emergency exit.	Other	Helicopter details	Exits
058	CEP	End "Milk Run" flights. Landing and Departure dangers to and from offshore installations so far from land. Flights should be limited to number of scheduled stops to force facilities to better plan personnel movements. We are paid to come offshore and provide a service, not "rig hop" and increase my risk of incident.	Other	Passenger Safety	Flight Ops general
059	CEP	All should be informed, briefed and kept in the loop, of causes, if and when flights are aborted in flight.	Other	Passenger Safety	Communications
060	CEP	Why are there no answers when questions are put forward or concerns (ProActs)	Other		Communications
061	CEP	There has been a number of proacts put in on flights over a period of time going back to feb of 06,why wasn't these acted on	Other		Maintenance
062	CEP	A recall was issued in January 2009 to replace the stud bolts, was this recall forwarded to Petro Canada at that time?	Other		Alerts & Bulletins
063	CEP	Can a person be given a choice to continue vessel transport?	Other	Passenger Safety	Boat vs. Helicopter
064	CEP	Have meetings, 3 weeks apart, onshore with open mike/question period to allow passengers an opportunity to voice concerns publicly (Media present).	Other		Communications
065	CEP	We should not have to get on more than one chopper to come to work per day. If you are on a flight that has to return to town because of chopper failure, we should be automatically re-booked on the following day.	Other		Communications
066	CEP	The oil companies on the East Coast in conjunction with the Provincial Gov't should work together to setup and fund a 24/7 fulltime Search and Rescue center in St John's, NL.	Other		SAR

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
067	CEP	The "game" of how Cougar & Petro-Canada play against each-other after 4:00pm (if the flight doesn't leave due to weather / helicopter problems). If Cougar cancels the flight, Petro-Canada doesn't have to pay them for that day's flight, they were the one who cancelled it. But if Petro-Canada cancels the flight, Cougar gets reimbursed whereas they are "ready" to fly.	Other		Commercial
068	CEP	A town hall meeting with the representative from PetroCanada's HR and from Cougar is required.	Other		Communications
069	CEP	Do the OIM still determine how I travel to and from the Terra Nova FPSO, as he currently does?	Other		Boat vs. Helicopter
070	CEP	Why do we not get paid for flying home on a chopper (being done on my time off)?	Other		Commercial
071	CEP	Life insurance for all workers should be increased	Other		Employee & Family Assistance
072	CEP	How much time are we going to be given before we have to fly on the 92 's again . well there be a grace period that we can have to decide a helicopter or boat.	Other		Resumption of flights
073	CEP	For me personally, it is just to soon. I need more time to sort things out in my head.	Other		Employee & Family Assistance
074	CEP	If flying operations are to resume in the near future, will the investigation be completed and a definite known cause of the crash be determined.	Other		Investigation Timing
075	CEP	Stops to other rigs/ milk runs increases the risk	Other		Flight Ops general
076	CEP	Why is their not a union rep from each installation not involved it the boards At least then we may feel there is nothing being covered up or pushed through	Other		JOSHC Rep
077	CEP	Will there be an Independent aviation specialist involved to state whether these helicopters are min safety spec or are up to the max safety spec.	Other		Resumption of flights
078	CEP	When the tragedy occurred I was off shift. I had no communication from Petro-Canada. Until I was told I was getting on a boat a day early. No one from PC called to see how my family was dealing with this. Not good enough	Other		Communications
079	CEP	PLB to transmit from under surface of water.	PLB	Passenger Safety	PLBs
080	CEP	H.U.B.A. on suits is a must!	Suits	Passenger Safety	HUEBA
081	CEP	Personal suit sizes.	Suits	Passenger Safety	Suit Integrity
082	CEP	Restricted movement and stress to neck caused by zipper.	Suits	Passenger Safety	Suit Integrity
083	CEP	When water temp is below "X" degrees, personnel should have full Helly Hansen thermal clothing.	Suits	Passenger Safety	Suit Integrity
084	CEP	Flight suit sizing is a major safety issue. It has been brought up ever since the suits were issued with no results.	Suits	Passenger Safety	Suit Integrity
085	CEP	If these suits are the best that is available, why do the zippers go up to your eyes, which cannot provide A proper seal?	Suits		Suit Integrity

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
086	CEP	Many passengers who are small in size can't get a suit tailored for his/her needs	Suits		Suit Integrity
087	CEP	The face seal on the new survival suits are not water tight and extremely uncomfortable for the person wearing it.	Suits		Suit Integrity
088	CEP	Finally the boots on the new suits are too buoyant and impede escape from an over-turned helicopter.	Suits		Suit Integrity
089	CEP	where's our HUBA's (Helicopter Under-water Breathing Apparatus)?	Suits		HUEBA
090	CEP	Is there going to be an outside review of the current suits we use?	Suits		Suit Integrity
091	CEP	Suits should be equipped with the HEUBA ESCAPE.	Suits		HUEBA
092	CEP	Why was Robert Deckers core body temperature down and he was suffering from hypothermia after only a little over a hour in the water?	Suits		Investigation Detail
093	CEP	the suits are so bulky the seat belt shoulder straps often fall away and end up on your arms.	Suits		Suit Integrity
094	CEP	Too many people in helicopter to exit in role-over situation. To test situation fill all seats in helicopter simulator at Foxtrap and turn out lights. Then dunk and role simulator.	Training	Passenger Safety	Training
095	CEP	Will personnel who have not completed the 5day BST be allowed to travel offshore on a chopper (which has happened in the past)?	Training		Training
096	CEP	Will a review of the current training we undertake for BST be reviewed?	Training		Training
097	CEP	Should the HUET simulator at OSSC reflect the actual helicopters that are servicing the offshore here?	Training		Training
098	GSF	Why are the lap belts used at the BST training centre in St.John's as opposed to the 4 point harness type?	Training		Training
099	GSF	Will the HUEBA be used on the east coast?	Suits		HUEBA
100	GSF	Would the HUEBA have made any difference in this incident?	Suits		HUEBA
101	GSF	Is there any information on the PLB's? Did they work as designed? What are the limitations on the PLB's?	PLB		PLBs
102	GSF	Did the flotation system on the downed helicopter work as required? Is the flotation manual or auto armed?	Helicopter		Investigation Detail
103	GSF	Are there any reviews / findings regarding the flight suits currently being used? Are there other suits available with higher ratings?	Suits		Suit Integrity
104	GSF	Did Cougar know about the issue with the bolts? If so, why didn't they get changed out immediately? We are in a harsh environment and it seems reasonable to assume that more stress is put on the helicopters here on the east coast.	Helicopter		Bolts
105	GSF	Are there to many flights on the east coast for the 4 dedicated helicopters? Should there be more? How is that determined?	Cougar Ops		Flight Ops general
106	GSF	What is the procedure for dealing with a gear box alarm / warning indication light(s)? Will this change?	Cougar Ops		Emergency Procedure

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
107	GSF	Will there be any changes to helicopter operations because of this incident? Will we all be made aware of these changes?			Flight Ops general
108	GSF	There is always vibration during landings, does this affect the helicopters?	Helicopter		Vibration
109	GSF	The auxiliary fuel tank seems to be an obstruction when you look at emergency escape, If the helicopters where designed for use on the east coast, then why is the auxiliary tank used?	Helicopter		Aux Fuel Tank
110	GSF	Are there more or less maintenance issues / mechanical issues with the S-92 helicopters compared to the Super pumas?	Other		Maintenance
111	GSF	How do we know that the NEW bolts will not cause more problems or have the same result? What type of tests will be conducted?	Helicopter		Bolts
112	GSF	Has there ever been a Gear Box alarm incident before? How was it handled? Was anything different from this incident? Did it happen with the S-92?	Cougar Ops		Gear Box
113	GSF	Will personnel that need extra time to accept helicopter transportation be accommodated until ready to fly again?	Other		Communications
114	GSF	Are ALL safety bulletins / alerts regarding S-92 helicopters available to offshore crews? Past and Future??			Alerts & Bulletins
115	GSF	Can it be explained why only one person survived? Was this because of training, seat position in helicopter? How did personnel perish?	Investigation details	Incident Investigation	Cause of Death
116	GSF	Can the size of the emergency exit windows be increased for easier escape in an emergency?	Helicopter	Passenger Safety	Exits
117	GSF	What are the criteria now if you get an alarm? Do you turn around and try to make it back to shore? Do you have a controlled landing in the sea?	Cougar Ops		Emergency Procedure
118	GSF	Who makes the call to ditch the helicopter into the sea or turn around?	Cougar Ops		Emergency Procedure
119	GSF	Do you have a choice to travel by either boat or helicopter? How long will this choice be available?	Other		Boat vs. Helicopter
120	GSF	How many hours of maintenance are required for 1 hour flying time?	Cougar Ops		Maintenance
121	GSF	Are there enough maintenance personnel on staff to carry out the required maintenance?	Cougar Ops	Sikorsky S-92 Helicopter Readiness	Maintenance
122	GSF	Why is there so much vibration during flights especially during take-off and landing?	Helicopter		Vibration
123	GSF	Will there be another helicopter to replace the one that crashed to take the strain off the 3 existing helicopters?	Cougar Ops		Flight Ops general
124	GSF	When will Cougar start to carry passengers again?	Other	Stakeholder Engagement	Resumption of flights
125	GSF	Why are there no headphone headsets like there were for the Puma? (There are some areas on the helicopter you can not hear the pilot's announcements while wearing double hearing protection)	Helicopter	Passenger Safety	Equipment
126	GSF	Will bulletin alerts be dealt with immediately instead of by flying hours or time frame (i.e. 6 months of a year)?	Cougar Ops	Passenger Safety	Alerts & Bulletins

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
127	GSF	Who follows up on reported alarms and what is the time frame after the reports have been filed that they are followed up?	Cougar Ops		Emergency Procedure
128	GSF	Why is the Aux-tank located where it is as the passenger has poor access to the windows?	Helicopter		Aux Fuel Tank
129	GSF	Why didn't the PLB's work?	PLB	Passenger Safety	PLBs
130	GSF	Why do the Pilots eat and drink in the cock-pit? Possibility to spill something on the control console.	Cougar Ops		Flight Ops general
131	GSF	If the alarm was considered serious why wasn't the helicopter put down in the area of a nearby supply vessel?	Cougar Ops		Emergency Procedure
132	GSF	What criteria are there for the recertification of the pilots? Are simulators used?	Cougar Ops	Cougar Flight Operations Readiness	Pilots
133	GSF	It has been seen where the inside attendants are doing a visual inspection on the engines. What kind of training do they have?	Cougar Ops		Training
134	GSF	Can all the windows be made larger to provide an easier egress when trying to get out of the helicopter?	Helicopter	Passenger Safety	Exits
135	GSF	Will there be a distribution of any safety bulletins sent out to the field when there are any MFG or maintenance concerns so all are aware of the problems discovered?	Cougar Ops	Passenger Safety	Alerts & Bulletins
136	GSF	Offshore operators in the North Sea have decided to STOP using PLB's because they were found to interfere with emergency equipment on helicopters?? This was from a report after a helicopter ditched in February of this year. Have any alerts / bullitens / concerns regarding this been issued by Cougar?	Suits		PLBs
137	GSF	Will re-breathers be placed on the flight suits?	Suits		HUEBA
138	GSF	Why do the locator beacons not work under water?	PLB	Passenger Safety	PLBs
139	GSF	Why did the black box not communicate after 800 feet?	Investigation details	Incident Investigation	Investigation Detail
140	GSF	Why are the windows in the S-92 smaller then the test capsule in Fox Trap?	Helicopter	Passenger Safety	Exits
141	GSF	Were the flight suits tested in NL waters? Why did one person survive and the other never?	Suits	Passenger Safety	Suit Integrity
142	GSF	Will the new pins in the gear box be tested and checked prior to flight departures?	Cougar Ops	Cougar Flight Operations Readiness	Bolts
143	GSF	How many hours of flying will the helicopters have before personnel are permitted onboard?	Cougar Ops	Cougar Flight Operations Readiness	Resumption of flights
144	GSF	What will be the routine procedure in the future whjen the helicopter has mechanical issues? Will they be landing in the ocean? Will they reduce speed and altitude?	Cougar Ops		Emergency Procedure
145	GSF	The suits are restrictive to a lot of personnel, especially around the neck area. Will this be addressed?	Suits	Passenger Safety	Suit Integrity
146	GSF	When a recall or directive from the manufacture is issued will Cougar follow the manufactures recommendation or will they correct the issue in a shorter time frame?	Cougar Ops	Passenger Safety	Alerts & Bulletins

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
147	GSF	My Kids don't want me to fly on the helicopters.....How do we deal with that?? What can be done to help them with the stress of worrying about this? How can we re-ensure them?	Other		Employee & Family Assistance
148	GSF	Will there be an independent company performing maintenance checks and inspections on the Helicopters?	Cougar Ops	Passenger Safety	Maintenance
149	GSF	Why is there so much vibration from the S-92 helicopters?	Helicopter		Vibration
150	HG	An aircraft 18 minutes flying time away takes 43 minutes to get airborne and that's in a situation where the aircraft ought to have been ready as a matter of normal procedure and the despatchers knew from the outset that there was a potentially catastrophic problem with the aircraft.	Cougar Ops	Cougar Flight Operations Readiness	SAR
151	HG	How many hours will the choppers fly before they make a scheduled crew change?	Cougar Ops	Cougar Flight Operations Readiness	Flight Ops general
152	HG	Was there anything in the investigation as to why the pilot did not land on the water sooner (controlled landing) opposed to trying to fly back to town?	Cougar Ops	Flight Ops	Emergency Procedure
153	HG	In the past the final flight briefings have been given by the Cougar employee responsible for handing out hearing protection. In order to increase the confidence of the passengers, is it possible to have a short pre-flight briefing on expected weather conditions and travel time of the flight given by the Captain of the aircraft just prior to boarding the helicopter? There is an announcement made to this effect prior to take off but it is often difficult to hear and the committee felt that a briefing in the terminal would be more appropriate.	Cougar Ops		Communications
154	HG	Communicate future Alert Service Bulletins to the offshore workforce along with the intention to and timeframe rectify the identify problem.	Cougar Ops		Alerts & Bulletins
155	HG	Can the configuration of the seats be modified to allow more room for forward movement in the event of a crash or the addition of padding on the rear of the seats to provide impact protection?	Cougar Ops		Seats
156	HG	Military helicopter flights require that crew and passengers wear helmets for head protection. Has this been considered as a requirement by the steering committee?	Cougar Ops		Protective Equipment
157	HG	While flying to our previous location on the Flemish Pass there was a requirement to install additional fuel tanks on the interior to the aircraft to extend its range. This posed an obstacle in accessing the windows in an emergency situation. Our training tells us not tot let go the window frame once it is knocked out in the event of a ditching. In this configuration this would be very difficult, if not impossible to do. For extended range flights in the future, will these tanks be used or is it possible to leap-frog to another installation en-route?	Helicopter		Aux Fuel Tank

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
158	HG	When will the Root Cause of the incident be released and if we are going to fly before release of findings what assurance will they give that the choppers are safe to fly?	Investigation details	Stakeholder Engagement	Investigation Timing
159	HG	Where is the Focus on Cougar employee's and pilots and have all the Pilots received counseling and are they released to fly based on doctors and counselors thoughts?	Other	Cougar Flight Operations Readiness	Employee & Family Assistance
160	HG	Which rig will have the 1st Crew Change (suggest it not be the Sea Rose)	Other	Stakeholder Engagement	Resumption of flights
161	HG	Will hands be given the option to fly or ride a boat for a period of time till they feel comfortable with the choppers?	Other	Stakeholder Engagement	Boat vs. Helicopter
162	HG	Will the industry workforce be provided a continued option to choose between travel by helicopter or by marine vessel?	Other		Boat vs. Helicopter
163	HG	Have a permanent dedicated rescue helicopter stationed in St. John's for response to emergencies.	Other		SAR
164	HG	Will there be any consideration of increasing the length of rotations in order to decrease the number of times required to fly in the run of a year, as well as reducing the workload of the flight crews and annual flight hours on the aircraft?	Other		Flight Ops general
165	HG	In order to demonstrate their confidence in flight safety, and to build the confidence of the offshore workforce, have the Executive/Officers of the Basin Operators travel to the installations by helicopter for a visit before asking the workers to resume travel by this means.	Other		Resumption of flights
166	HG	Allow workers who do not feel comfortable flying the option to refuse a travel by helicopter for an established period of time.	Other		Boat vs. Helicopter
167	HG	Develop a support system for the families of the offshore workforce who fell uncomfortable with their family members travelling by helicopter.	Other		Employee & Family Assistance
168	HG	Provide additional updates with respect to the mandates, findings, and recommendations of the established Helicopter Operations Task Force, the Industry Steering Committee, the Cougar internal investigation team and the TSB.	Other		Communications
169	HG	Have they determined why the PFD's did not go off and the cause?	PLB	Passenger Safety	PLBs
170	HG	Flight suits were a concern before due to the zippers and difficulty zipping them up. Was this an issue now or something to determine going forward?	Suits	Passenger Safety	Suit Integrity
171	HG	Modification to the suit currently in use to allow easier zipping of the hood by have a friction area or grab handle.	Suits		Suit Integrity
172	HG	Less bulk in the chest area of the suits.	Suits		Suit Integrity
173	HG	Involvement of the offshore workforce in the improvement of this standard and/or possibly in the trail/testing of new suits.	Suits		Suit Integrity
174	HG	The level of buoyancy and thermal protection of the suits.	Suits		Suit Integrity

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
175	HG	Will there be an training changes.	Training	Passenger Safety	Training
176	HMDC	What is and what will be their procedure to follow in the future?	Cougar Ops	Cougar Flight Operations Readiness	Emergency Procedure
177	HMDC	Are the pilots tested each year on a simulator involving putting the chopper in the water?	Cougar Ops	Cougar Flight Operations Readiness	Emergency Procedure
178	HMDC	Has anyone considered a flight engineer? A person to monitor the functions of the chopper.	Cougar Ops	Cougar Flight Operations Readiness	Flight Ops general
179	HMDC	What are the qualifications of the people that maintain the choppers?	Cougar Ops	Cougar Flight Operations Readiness	Maintenance
180	HMDC	Have a third party vendor do audits on Cougar so as their maintenance is up to date	Cougar Ops	Passenger Safety	Maintenance
181	HMDC	An item that was brought up in the past regarding chopper maintenance issues and trends with the said problems. What is the update on these items?	Cougar Ops	Sikorsky S-92 Helicopter Readiness	Maintenance
182	HMDC	If and when we have trouble in the future at Cougar. We who are due to travel should be made aware of the issue and what was done to correct it. This should be a requirement not a request.	Cougar Ops	Stakeholder Engagement	Communications
183	HMDC	What will be there policy going forward and people who travel should be made aware of it before you fly.	Cougar Ops	Stakeholder Engagement	Communications
184	HMDC	In the past when the S-92 was experiencing issues such as engine failure or indicator lights, why wasn't another available S-92 search and rescue helicopter from St. John's (cougar) not dispatched to give cover in the event of a ditching? To my knowledge this has never happened in the past.	Cougar Ops	Flight Ops	SAR
185	HMDC	Could it be an option for the S-92 to have installed an AIS (automatic identifier system) on their specific radars? This way the names and locations of vessels would show up on the screen.	Cougar Ops		Equipment
186	HMDC	Contractually, Cougar helicopters are obligated to fly passenger flights until 1700hrs each day. After that they are on standby for technical emergencies and medivac flights. Are they going to stand by this in the future to ensure that all aircraft are given ample time at night to be worked by the technicians at Cougar?	Cougar Ops		Maintenance
187	HMDC	Right now, flights do not fly with seas in excess of 7 meters significant. Are there any considerations on lowering the maximum seas for offshore travel?	Cougar Ops		Flight Conditions
188	HMDC	Each person should have a window seat making your escape easier.	Helicopter	Not in scope	Exits
189	HMDC	Should the seats be made higher to make it easier to exit windows?	Helicopter	Not in scope	Exits
190	HMDC	Goggles make them more accessible to reach. Have people try them because some have trouble to get a proper seal.	Helicopter	Passenger Safety	Goggles
191	HMDC	Auxiliary fuel tank should not be aboard the chopper in the passenger compartment, it restricts access to windows as escape route.	Helicopter	Passenger Safety	Aux Fuel Tank

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
192	HMDC	The tank would create a great hazard should tank become ruptured at any time especially in the event of a crash.	Helicopter	Passenger Safety	Aux Fuel Tank
193	HMDC	Is the tank doubled hull and would it leak if it were upside down?	Helicopter	Passenger Safety	Aux Fuel Tank
194	HMDC	Should the chairs be facing backwards?	Helicopter	Passenger Safety	Seats
195	HMDC	Are the windows in fact large enough to fit through?	Helicopter	Passenger Safety	Exits
196	HMDC	How hard is it to remove a window in the S-92?	Helicopter	Passenger Safety	Exits
197	HMDC	Place the goggles in a more accessible area so as you can get to it if needed.	Helicopter	Passenger Safety	Goggles
198	HMDC	We know the titanium bolts on the filter bowl cracked and are now being replaced with steel bolts. The question is "How many more Titanium bolts are being used in other locations on the S-92A"? Could there be titanium bolts on the tail rotor? Engines? Other essential equipment that could suffer the same scoring and break?	Helicopter	Sikorsky S-92 Helicopter Readiness	Bolts
199	HMDC	Did people have their hoods and zippers up and were they found that way	Investigation details	Passenger Safety	Investigation Detail
200	HMDC	How will it be fixed so we do not have a repeat incident?	Investigation details	Sikorsky S-92 Helicopter Readiness	Gear Box
201	HMDC	The steel bolts that are in the S-92 now what will be the maintenance schedule for looking after them?	Investigation details	Sikorsky S-92 Helicopter Readiness	Bolts
202	HMDC	Has the engineering of the failed system changed or will it change?	Investigation details	Sikorsky S-92 Helicopter Readiness	Equipment
203	HMDC	Are there other issues with the S-92's and what has been done about those issues?	Investigation details	Sikorsky S-92 Helicopter Readiness	Alerts & Bulletins
204	HMDC	What happened to bring down flight 491?	Investigation details	Stakeholder Engagement	Investigation Detail
205	HMDC	How did the people die? Was it from the impact or did they drown?	Investigation details	Incident Investigation	Cause of Death
206	HMDC	Will we get the necessary information from the power that be, as to what happened with the chopper and the people involved. E.g. Drown Trauma?	Investigation details	Stakeholder Engagement	Cause of Death
207	HMDC	Once they place the choppers back into service will people be given the option to fly or travel via boat?	Other	Stakeholder Engagement	Boat vs. Helicopter
208	HMDC	What are the people going to do to make the crew comfortable with flying again?	Other	Stakeholder Engagement	Employee & Family Assistance
209	HMDC	We would like a time set as to a response to these questions and concerns.	Other	Stakeholder Engagement	Communications
210	HMDC	Should the company have a high speed passenger ferry?	Other		Boat vs. Helicopter
211	HMDC	Please be considerate enough to allow anyone who flew out on the chopper prior to flight 491 crash to have the option to return home by Boat because their families are very stressed out right now, as well some of these personnel themselves are very stressed out right now. These workers would like to have a chance to talk to their family members and alleviate their worries before they fly again.	Other		Boat vs. Helicopter
212	HMDC	Change PLB so that its able to work submerged.	PLB	Not in scope	PLBs

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
213	HMDC	Why was Mr. Decker suffering from hypothermia? Was his suit intact?	Suits	Passenger Safety	Suit Integrity
214	HMDC	Our suit's what's being done to fix the issues with the zippers, liners & gloves?	Suits	Passenger Safety	Suit Integrity
215	HMDC	Are the flight suits of the pilots adequate for cold water ditching?	Suits	Passenger Safety	Suit Integrity
216	HMDC	When will there be a re-breather added to the suit?	Suits	Passenger Safety	HUEBA
217	HMDC	Gloves people are unable to place them on their hands only 1 if you're lucky.	Suits	Passenger Safety	Suit Integrity
218	HMDC	Zippers people find them to long thus unable to get them secure. This makes the suit leaky.	Suits	Passenger Safety	Suit Integrity
219	HMDC	Re breather when will this become a part of the survival system?	Suits	Passenger Safety	HUEBA
220	HMDC	To make a form to get feedback from the people who wear the suits. This would get everyone's input into the suit's short comings.	Suits	See Helly Hansen survey	Suit Integrity
221	HMDC	Flight suits currently being used do not have self righting capabilities until the vest is inflated manually. In the case of a casualty being unconscious or suffering from paralysis in the water this feature is unavailable and they may ultimately turn face down. Will there be any investigation to see if the suits can be revised to provide self righting capabilities WITHOUT the vest being inflated?	Suits	Passenger Safety	Suit Integrity
222	HMDC	For the dunker we should use the fuselage of the S-92 to make things as close to real as possible.	Training	Passenger Safety	Training
223	HMDC	We would suggest that MUN have a chopper the same that we use offshore as their simulated chopper dunk.	Training	Passenger Safety	Training
224	Husky	It is understood the mechanics and pilots are qualified individuals, however a question was asked how much experience they have with the S-92.	Cougar Ops	Cougar Flight Operations Readiness	Maintenance
225	Husky	Was the Cougar Helicopter covering for Search and Rescue on the day of the incident already equipped with winching equipment or did it have to be configured after the call?	Cougar Ops	Cougar Flight Operations Readiness	SAR
226	Husky	If another Chopper is ever in trouble over water will another chopper be dispatched to escort the chopper in?	Cougar Ops	Cougar Flight Operations Readiness	SAR
227	Husky	Why is it necessary to fly at around 9000 feet, this seems extreme should there be a failure and the aircraft needed to ditch? What is the optimum height that should be flown for survivability from this type of incident?	Cougar Ops	Incident Investigation	Flight Elevation
228	Husky	What will the procedure be if these alarms are present again, fly to land or ditch to the ocean? Does Sikorski have guidelines that can be followed? What guidelines were being followed when this occurred?	Cougar Ops	Incident Investigation	Emergency Procedure
229	Husky	What procedure does Cougar follow when receiving such documents (ASBs)? How are these documents tracked to ensure completion?	Cougar Ops	Sikorsky S-92 Helicopter Readiness	Alerts & Bulletins
230	Husky	With the increased usage and number of flights each day are the maintenance intervals being exceeded?	Cougar Ops	Sikorsky S-92 Helicopter Readiness	Maintenance

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
231	Husky	In the last three months there have been a dramatic increase in the number of mechanical delays, can this be explained?	Cougar Ops	Sikorsky S-92 Helicopter Readiness	Maintenance
232	Husky	There is heavy vibration noted on landing, it is the understanding that you can eliminate this with some modifications. The only impact would be a reduction in cargo.	Helicopter	Incident Investigation	Vibration
233	Husky	The four point harnesses do not seem to tighten and slide down over the shoulders. Are they effective	Helicopter	Passenger Safety	Harnesses
234	Husky	The goggles that are provided would not give you a seal with the existing suits.	Helicopter	Passenger Safety	Goggles
235	Husky	The PA systems onboard the S-92 are very poor, there are times when you do not understand anything that the pilots are trying to convey.	Helicopter	Passenger Safety	Equipment
236	Husky	Passengers are not comfortable flying with the auxiliary fuel tank in place, this is a major obstruction should you have to abandon and at the same time it places a very big fire load right on top of the passengers.	Helicopter	Passenger Safety	Aux Fuel Tank
237	Husky	Why does each seat belt not have a seat belt cutter attached to it in case of entanglement?	Helicopter	Passenger Safety	Harnesses
238	Husky	Is the Sikorski seat arrangement appropriate? i.e. should they be rear facing	Helicopter	Passenger Safety	Seats
239	Husky	Why was no flight data recovered from the data recorders from 800 feet?	Investigation details	Incident Investigation	Investigation Detail
240	Husky	There has been comments that the gear box should be able to run dry for thirty minutes, if this is the case why did this not happen?	Investigation details	Incident Investigation	Gear Box
241	Husky	There has been questions regarding a problem with cracks in the oil tanks, is this true.	Investigation details	Incident Investigation	Maintenance
242	Husky	Upon impact did the seats on the chopper come out of the deck, if so why?	Investigation details	Incident Investigation	Investigation Detail
243	Husky	Why did this repair alert not prompt a quick response and repair? (It is understood that timelines were given as to when Sikorski stated the repair had to be completed.	Investigation details	Incident Investigation	Bolts
244	Husky	Explain why steel bolts will be better than what was in place prior to the incident.	Investigation details	Incident Investigation	Bolts
245	Husky	Is there a specific maintenance program for these new bolts? How are they checked and what is the frequency?	Investigation details	Sikorsky S-92 Helicopter Readiness	Bolts
246	Husky	Will maintenance safety alerts be addressed immediately in the future? (Although Sikorski stated the repair did not need to be completed right away this may not be the right approach.) Husky to be auditing and insistent to ensure employee safety.	Investigation details	Sikorsky S-92 Helicopter Readiness	Alerts & Bulletins
247	Husky	What was Cougars interpretation of the alert? Did Cougar intend to complete the repairs as per the directive or had they planned to do the repairs earlier than identified?	Investigation details	Sikorsky S-92 Helicopter Readiness	Alerts & Bulletins

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
248	Husky	Although sensitive it is important for us to know did members of our crew perish due to traumatic injury or did they die due to drowning or hypothermia in the case of Alison?	Investigation details	Stakeholder Engagement	Cause of Death
249	Husky	What information has Rob Decker given to aid in the investigation?	Investigation details	Stakeholder Engagement	Investigation Detail
250	Husky	Has there been agreement by all aviation authorities as well as other users of the S 92 that they should be put back into service?	Investigation details	Stakeholder Engagement	Resumption of flights
251	Husky	Have the pilots and mechanics been helped through this process and are they emotionally ready to return to work?	Other	Cougar Flight Operations Readiness	Employee & Family Assistance
252	Husky	Can Husky have a focal point in HSEQ with responsibility for checking any Alerts in regard to the helicopters and can Husky insist on alert recommendations being completed immediately?	Other	Audits	Alerts & Bulletins
253	Husky	Is there a possibility that clients of Cougar such as Husky receive any safety bulletins that pertain to the S-92?	Other	Audits	Alerts & Bulletins
254	Husky	Although very nice, the memorial in front of the Cougar building lends to some apprehension every time we embark, when will the memorial be removed. It would be more fitting to have a permanent memorial in place.	Other	Other	Employee & Family Assistance
255	Husky	Why are we not making more flights with few passengers?	Other	Passenger Safety	Risk Assessment
256	Husky	It is felt that there should be better information shared to passengers as maintenance issues arise. It is very uncomfortable not knowing what is happening in a certain situation.	Other	Stakeholder Engagement	Communications
257	Husky	Will people who were brought to the SeaRose via vessel have the opportunity to return to St.John's on a vessel?	Other	Stakeholder Engagement	Boat vs. Helicopter
258	Husky	What will happen if people in the short term are not emotionally able to fly on the choppers?	Other	Stakeholder Engagement	Employee & Family Assistance
259	Husky	Does our life insurance cover Aviation Incidents?	Other	Stakeholder Engagement	Employee & Family Assistance
260	Husky	How will the families and employees on the beach be reassured of our safety while we are on the SeaRose. (Prior to commencing Chopper operations)	Other	Stakeholder Engagement	Employee & Family Assistance
261	Husky	Search and Rescue, why it is so far away, this incident has proven there are significant risks in this area. We feel there is not enough of a Search and Rescue presence in these waters.	Other	Stakeholder Engagement	SAR
262	Husky	Why can we not fly the Puma helicopters?	Other	Stakeholder Engagement	Helicopter Type
263	Husky	We would like to have Howard Pike with the CNLOPB to visit the SeaRose so we can discuss issues with the flight suits.	Other	Stakeholder Engagement	Communications
264	Husky	If this incident been so traumatic on personnel that they cannot return to work offshore, will any provision be given to work placement and career retraining.	Other	Stakeholder Engagement	Employee & Family Assistance
265	Husky	What happened with the PLB's? Some indication is that they did not function correctly.	PLB	Passenger Safety	PLBs

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
266	Husky	Where is industry with regards to the re-breathers?	Suits	Passenger Safety	HUEBA
267	Husky	The flight suits are very restrictive with regards to movement; there is no way these suits can be zipped up in case of emergency.	Suits	Passenger Safety	Suit Integrity
268	Husky	Are the exact model of suits being used here, the same as the rest of industry in other parts of the World.	Suits	Passenger Safety	Suit Integrity
269	Husky	During BST training in St.John's you are not trained using the four point harness you are trained with a lap belt, why is this the case?	Training	Passenger Safety	Training
270	Husky	All questions need to be answered by "experts" in this field, not answered by Management or Cougar.			Communications
271	Husky	An open and truthful dialogue with Cougar. Currently when there has been a delay on flights, we haven't been told any reason as to why.			Communications
272	TN	Is the testing protocol for flight worthiness to be changed prior to resumption of transportation of passengers, either voluntarily or as a requirement of regulatory authorities?	Cougar Ops		Maintenance
273	TN	As the number of passenger travelling to operations in this area has increased it seems that the number of aircraft in service has not increased proportionally. While the helicopters in use now have a larger passenger carrying capacity have the number of flights increased?	Cougar Ops		Flight Ops general
274	TN	Should there be more a larger number of aircraft in service to allow for more regular maintenance while still meeting the operational demands?	Cougar Ops		Maintenance
275	TN	At the onset this incident, Cougar 491 was at a cruising altitude of 9000 feet. There have been some rumours that the reason for maintaining this altitude was to improve fuel efficiency. What dictates the altitude of these flights and would a reduced cruising altitude have potentially had an impact on the outcome of this event?	Cougar Ops		Flight Elevation
276	TN	When flights are delayed or cancelled in the future would it be possible to be informed as to the cause of the delay or cancellation, whether it is weather related or mechanical in nature?	Cougar Ops		Communications
277	TN	What about the past problems with the gearboxes on the S-92 helicopters. Has or will these issues be resolved. Is there known problems with the gearbox itself? Because pretty much everyone has at some point on a flight that had to return to town with "technical problems".	Cougar Ops		Maintenance
278	TN	What about protocol regarding emergency landings/ditchings. Are these practical and should they need to be reviewed? Now I'm not a pilot and I'm not knocking them but are the procedures satisfactory?	Cougar Ops		Emergency Procedure

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
279	TN	A tendency to crowd too many passengers in a terminal not really designed to handle them, especially when flights get backed up. There is little in the way of entertainment, food and drink, comfortable seating, no beds, etc.	Cougar Ops		Cougar Terminal
280	TN	More effort needs to be applied in order to ensure relevant information is passed along in a timely manner (particularly when flights are delayed). Some examples.....weather/ice reports, reason(s) for delays, reasons for helicopter breakdowns/switching helicopters, meal times, vessel transfers etc.....	Cougar Ops		Communications
281	TN	Will the aux. fuel tank be on any chopper that passengers are expected to fly on that is located in the cabin area?	Cougar Ops		Aux Fuel Tank
282	TN	Will any freight be allowed in the cabin area with the passengers?	Cougar Ops		Freight
283	TN	What are Cougar's protocols with respect to landing a chopper on the sea?	Cougar Ops		Emergency Procedure
284	TN	Will Cougar inform us of any outstanding and future Alert Service Bulletins forwarded to them regarding the helicopters that are flying toandfrom our offshore installations?	Cougar Ops		Alerts & Bulletins
285	TN	Will Cougar ground their helicopters in the future if Alert Service Bulletins are issued that may affect the helicopter's operation?	Cougar Ops		Alerts & Bulletins
286	TN	Answers to all the previous issues related to the S91's, i.e. chip lights, other gear box issues, etc.	Cougar Ops		Maintenance
287	TN	Will full disclosure of future issues with any Cougar chopper be released?	Cougar Ops		Communications
288	TN	Longer term I would like to have Cougar regulatory compliance, TSB and Transport Canada audit findings communicated to offshore employees regularly. I would also like to see better communication from Cougar to passengers with regard to issues pertaining to having to change helicopters prior to departure from St. John's and/or returning before reaching your destined installation rather than just being told that it is due to technical difficulties.	Cougar Ops		Communications

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
289	TN	The risks taken in the past with trying to land during heavy fog has to cease offshore on the TN-FPSO. The envelope has been pushed enough to date and luck has prevailed on both sides that no loss of life has occurred. This relates to instances of the helicopter being low enough on the water to bring up a bowl of mist from the oceans surface while trying to find the platform in fog. Also near misses with almost hitting the flare tower in heavy fog. I personally experienced 30 minutes in a cougar helicopter searching in the fog last summer for the platform and was advised by the pilot that we were returning to shore only seconds later to experience the flare lighting up the helicopter's interior and experiencing a hard left helicopter bank to avoid a collision with the flare tip. Then advised to quickly re-secure hoods for a landing. Practises of this nature have to cease in order to prevent another future fatal helicopter accident as flight # 491.	Cougar Ops		Flight Conditions
290	TN	Rumour has it that one of the passengers in the recent loss of Cougar flight #491 had their two legs smashed by the auxiliary fuel tank mounted inside after becoming dislodged upon hitting the oceans surface. This tank also more than likely maimed other passengers or prevented access to emergency exits in a emergency situation as they were surely into. Also numerous flights occur with pumps and other parts being setup up as cargo inside the helicopter. This practise of transporting parts in areas where passengers sit should cease immediately when Cougar flights resume in the near future.	Cougar Ops		Aux Fuel Tank
291	TN	Will the protocol for ditching into the ocean used by Cougar be changed in relation to any gearbox issue arising during flight dependent on the nature of the alarm. Since after all a helicopter has only one gearbox will they at least install a back up oil pressure gauge that can be utilized quickly in an emergency situation relating to gearbox oil pressure to confirm the first oil gearbox failure indication alarm? Protocol for ditching an helicopter by the pilot should be changed by Cougar to lower the trouble shooting time in instances relating to the gearbox so that ditching can be completed with the last legs of a failing gearbox enabling them to do so.	Cougar Ops		Emergency Procedure

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
292	TN	Many of us have experienced a turnaround on a Cougar flight due to an issue arising with the helicopter's mechanical system. Then it is either repaired with an extremely vague explanation to the passengers or the group fly's out in another helicopter within the next hour. Passengers who are subjected to this stress should be able to reject further travel that day with no pay loss. Passengers at Cougar have returned and been force fed floating burgers and fries, and then loaded unto another helicopter for offshore travel. When do the stress and hardship incurred by the passengers enter the equation? Now would be a great time don't you think to give this issue the professional respect it deserves? Also passengers are entitled to a detailed explanation from Cougar of the mechanical issue and the steps taken to correct it before boarding the helicopter for future flights offshore.	Cougar Ops		Communications
293	TN	It should be made mandatory that all special airworthiness information bulletin(SAIB) from the manufacturer of the helicopter, Sikorsky or any other model helicopter Cougar utilizes for transporting passengers offshore be provided and posted both onshore/offshore for all passengers to view as they are released to Cougar. Passengers can then decide if him/her feel that the aircraft is safe to fly and that the defective item have been corrected. Maybe if this policy existed passengers would have insisted that all flights be grounded until the correct bolts were sourced and installed in the gearbox filter bowl housing cover. Then maybe corrective measures would have been setup such as to check the bolts/torque after each flight in the gearbox filter bowl cover until all studs were changed out from titanium to carbon steel as instructed in the SAIB from Sikorsky or the manufacturer. Employees also should not experience a loss of pay for rejecting travel on a Cougar flight based on a SAIB from the manufacturer or Sikorsky. Safety is first offshore and it should be also in he	Cougar Ops		Alerts & Bulletins
294	TN	Who inspects choppers after maintenance work is completed.	Cougar Ops		Maintenance
295	TN	Why bolts were not replaced immediately.	Cougar Ops		Alerts & Bulletins
296	TN	People in outside seats.	Cougar Ops		Seats
297	TN	Passengers on four different choppers in the same day the week before.	Cougar Ops		Communications
298	TN	How come regulation not followed in bad weather?	Cougar Ops		Flight Conditions
299	TN	Regulations on landing when sea states are high because of rescue different on each platform.	Cougar Ops		Flight Conditions

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
300	TN	Cougar update telephone lines HOURLY just as other aviation companies such as Air Canada does. This will allow family members, significant others, etc on the beach to know flight status, arrivals, departures, delays, etc more accurately. As it stands there are updates only every 3,4 or even 5 hours.	Cougar Ops		Communications (Family)
301	TN	A Cougar telephone line update indicating "Helicopter is en route to FPSO or Helicopter has landed at Terra Nova and is en route to YYT" would allow spouse to know that the worker has landed safely and would also allow awaiting spouses to know that their husband/wives are on the way home. This would also aid the inbound when trying to accommodate Heli-port pick-ups. This can be done by Cougar in "Real-Time" as they know precisely when choppers touch down offshore.	Cougar Ops		Communications (Family)
302	TN	Each passenger should have own emergency exit.	Cougar Ops		Exits
303	TN	Auxiliary fuel tank to be removed. Passenger unable to reach over tank to knock out window. Passenger can merely reach out and touch window.	Cougar Ops		Aux Fuel Tank
304	TN	Passengers to be made aware of mechanical/safety bulletins issued regarding our helicopters. Passengers to be informed of all risks involved with flying.	Cougar Ops		Alerts & Bulletins
305	TN	Search and rescue helicopter to be tooled up and ready to respond in event of emergency.	Cougar Ops		SAR
306	TN	Search and rescue helicopter to be deployed to accompany any helicopter returning to shore base due malfunction or alarm.	Cougar Ops		SAR
307	TN	Are there any additional outstanding Alert Service Bulletins for the S-92 and will the recommended actions be carried out prior to resuming flights, regardless of the recommended timeframe for implementation?	Helicopter		Alerts & Bulletins
308	TN	The PA system on board the S-92 is difficult to hear while in flight and wearing hearing protection. Can this volume be adjusted so that all passengers can clearly hear announcements from the flight crew?	Helicopter		Equipment
309	TN	Why wasn't the issue with the titanium bolts dealt with in a more timely manner, knowing they had failed on a previous flight elsewhere?	Helicopter		Alerts & Bulletins
310	TN	Why wasn't all personnel flying the S-92 made aware of the problem with the titanium bolts?	Helicopter		Alerts & Bulletins
311	TN	Did the titanium bolts fail because of excessive vibration ? Since vibration has been an ongoing concern with the S-92, will replacing the titanium bolts with steel bolts positively solve the problem if the vibration persist?	Helicopter		Bolts

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
312	TN	Internal fuel tanks? What is the protocol regarding the installation/flying and securing the tanks inside the chopper. And what about trying to escape out through the window when sitting next to the tank. Some people got a job to reach the window not alone crawl out through it.	Helicopter		Aux Fuel Tank
313	TN	Personel traveling on the chopper without the the BST/HUET course completed. (This has happened and I have been on at least one flight in which I know there was people not BST/HUET trained)	Helicopter		Training
314	TN	My concern about the choppers is the Aux. fuel tank inside the passenger cabin. Anyone who is seated beside this tank may not be able to reach the window to knock it out and then grip the window sill without releasing their seat belt. This goes against everything that we are taught during our helicopter ditching exercises for our BST certification. Therefore this a very unsafe sitting Arrangement for passengers, because if you have to let go of your seat belt to knock out the window which you will need to do, because once the chopper submerges you will not be able to knock the window out under water, therefore you are pretty well eliminating your chances of getting out of the chopper if it capsizes in the water. And also having to release your seat belt to knock out the window, will result in you not being properly secured and in a safe position in preparation for ditching	Helicopter		Aux Fuel Tank
315	TN	Fuel tank blocking exits.	Helicopter		Aux Fuel Tank
316	TN	Engineer a seat that incorporates a shock absorption system that can aid in survival of hard impact.	Helicopter		Seats
317	TN	Has it been determined as to why the inflation bags of Cougar 491 did not deploy automatically and will there be any modifications to these devices on any supplemental buoyancy devices installed on the S-92?	Investigation details		Investigation Detail
318	TN	What is the rational supporting the replacement of a Titanium stud to one constructed of Steel?	Investigation details		Bolts
319	TN	If flying operations are to resume in the near future, will the investigation be completed and a definate know cause of the crash be determined. Cause I don't think you will get very many people getting into the S-92 without knowing what happened and what has been done to fix the problem.	Investigation details		Investigation Timing
320	TN	Whats the deal with the service bullitin being issued and the manufacturer giving the operator and time frame to make changes. If the bolts (or what ever) were flagged and deemed necessary to be changed shouldn't they have been changed as soon as possible not in a year or X number of flying hours?	Investigation details		Bolts

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
321	TN	When it is decided that choppers are to return to normal flying operations, an e-mail from the OIM will not be enough for me personally saying that it is safe to fly again. There should be a town hall meeting with the appropriate representatives both from Perto-Canada and Cougar. Where I want to be told what happened to cause the crash and what has been done to fix the problem!!	Other		Communications
322	TN	Even when flight operations resume, it would be very helpful if a choice to travel by helicopter or by boat was made available for a period of time	Other		Boat vs. Helicopter
323	TN	Finally, should the unthinkable ever happen again, I need to know that rescue is minutes away, not hours. A dedicated SAR team and helicopter standing by fueled up, kitted out and ready to go is a must.	Other		SAR
324	TN	As previously mentioned, keeping a choice of helicopter or boat available for a period of time will help.	Other		Boat vs. Helicopter
325	TN	It is important that all relevant (unedited and unfiltered) information gets passed along to the employees as soon as possible. I don't want to discover some piece of information weeks or months later that could have been made available right away. In general, keep the lines of communication (in both directions) open.....way open.	Other		Communications
326	TN	A town hall meeting with the representative from PetroCanada's HR , Cougar and someone from the TSB.	Other		Communications
327	TN	Will a OH&S rep. or union rep. from Terra Nova be part of the Operations Task Force currently setup? If no, why not?	Other		JOSHC Rep
328	TN	Will the full TSB's investigation into flight 491 be completed and released to the general public before we are expected to fly on the S91's again?	Other		Investigation Timing
329	TN	Will we have the right to refuse helicopter transportation in the future if we feel that our safety is a concern?	Other		Boat vs. Helicopter
330	TN	Prior to resumption of helicopter operations I would like know (from the TSB) the actual factor(s) that caused the tragic crash and what measures are put in place to avoid it from happening again. I would also like to know what the protocol is when a pilot gets a critical in-flight warning: Is he/she to safely land the helicopter on the water immediately or try to return to St. John's. If the protocol is not to safely land on the water is it to be reviewed? As we heard from the TSB update today flight 491 got the warning approximately ½ hour before it prepared to ditch. Is it solely the decision of the pilots in control of the helicopter when to ditch or are they influenced/pressured to return St. John's?	Other		Investigation Detail

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
331	TN	I feel that to help transition employees to flying we should have an OH&S member representative on the Helicopter Operations Task Force and Steering Team who has experienced rotational mobilization and demobilization offshore via the Skorsky S-90 helicopter by Cougar. Upon initial resumption of crew changing via the Skorsky S-92 I would like to have the choice to travel by vessel.	Other		JOSHC Rep
332	TN	Will personnel have the right to refuse to fly if these mentioned seats [next to auxiliary fuel tanks] are the only ones available	Other		Aux Fuel Tank
333	TN	Would like to see a JOSH rep on the committee	Other		JOSHC Rep
334	TN	Landing on different rigs when going and coming from offshore.	Other		Flight Ops general
335	TN	Sometimes telephones are "out of service" or "Down" out here when we arrive offshore. An hourly update would be appreciated by family on the beach as it allows them to know where their spouse is when sometimes a phone call indicating it is not an option. This is a simple request that could go along way and is being presented by an offshore worker on behalf of their spouse. How many others are in the same boat?	Other		Communications (Family)
336	TN	The oil companies on the East Coast in conjunction with the Provincial Gov't should work together to setup and fund a 24/7 fulltime Search and Rescue center in St John's, NL. If they do not do this after it being recommended after the Ocean Ranger disaster then they together have failed all their offshore workers and the people of Newfoundland and Labrador as a whole.	Other		SAR
337	TN	Perhaps HR can provide us with details regarding accidental & life insurance. Are personnel considered at work when travelling via chopper?	Other		Employee & Family Assistance
338	TN	Will personnel who have not completed the 5day BST be allowed to travel offshore on a chopper (which has happened in the past)?	Other		Training
339	TN	Several incidents with gearbox trouble in the past. This was mentioned in meetings with CNOPB and should be in minutes of JOSH meetings from several rigs. This should be looked into.	Other		Maintenance
340	TN	Will the anticipated HUEBA implementation be rolled-out prior to resumption of transportation of passengers?	Suits		HUEBA
341	TN	No Seal around face.	Suits		Suit Integrity
342	TN	Boots are way too big (a mans size 8 boot on a womans size 5 foot)	Suits		Suit Integrity
343	TN	Zipper are still very hard to zip up.	Suits		Suit Integrity
344	TN	Suit too big (suit was made for 6 foot plus man and I am only 5 foot 1 inch.) The chin part of the suit goes over the top of my head.	Suits		Suit Integrity

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
345	TN	The suits were made for men not a women. A woman has a different built from a man. A woman is shorter, has breast, smaller feet, wide hips and sometimes a wide behind.	Suits		Suit Integrity
346	TN	The sizes of the flight suits on some passengers are not ideal and will not help those people in the event of an emergency.(Suits too big and bulky) Which in turn may affect my ability to escape or survive in the event of an emergency.(If the suit restricts or hinder the person from escaping and I am sitting on the outside waiting for them to exit)	Suits		Suit Integrity
347	TN	It would be nice if there was something that could be done about the new suit. I find it terribly uncomfortable about the head and neck.....it constricts to the point of causing some minor pain and it is very difficult to manoeuvre your head from side to side.	Suits		Suit Integrity
348	TN	Is there going to be an outside review of the current suits we use? Because our suits meet the current regulations in place, is there any reason why we cannot exceed these regulations with better suits?	Suits		Suit Integrity
349	TN	Many passengers who are small in size can't get a suit tailored for his/her needs but yet employee safety is paramount. Obviously it is not. We have passengers flying to/from the TN-FPSO who upon securing their hoods for landing offshore or in an emergency the zipper stops on their fore-head and a face seal is not an option for them. Their supposedly survival suit is only a body bag for lack of a better term. Individuals experiencing this should be tailor fitted a survival suit before flying offshore in the wake of the recent loss of flight # 491 or flights resuming offshore. Otherwise the option should exist once again for a passengers experiencing this to reject flying until it is corrected with no pay loss to him/her. This also have been an ongoing OH&S item and CNLOPB is aware also.	Suits		Suit Integrity
350	TN	The face seal on the new survival suits are not water tight and extremely uncomfortable for the person wearing it. This item should be put forth to the manufacturer and the hood design from the Frit Wright survival suit of the neoprene design be implemented on it.	Suits		Suit Integrity
351	TN	Finally the boots on the new suits are too buoyant and impede escape from an over-turned helicopter. Once again the boots from the Fritz Wright suit is the answer for movement and mobility in an emergency situation in close quarters and when dealing with a small 12 inch/1ft square cougar helicopter escape window.	Suits		Suit Integrity

Number	Source	Question from JOHS cttee.	Category	Roadmap Reference	Theme
352	TN	All East Coast oil companies should provide all passengers with special Helly Hansen pants/top to wear underneath the survival suit. Then if a passenger decides not to wear it he/she can't say it was not provided. Presently it is not provided but it should be regulatory flying PPE for all East Coast Offshore working employees. With the present lone survivor of Flight # 491 who was in the water for little over an hour he was suffering from hypothermia upon arrival at the Health Science Center, obviously inadequate clothing being worn underneath his survival suit only added to the hypothermia effects upon him.	Suits		Suit Integrity
353	TN	As we all know now that Robert Decker had hypothermia after 45 minutes in the water. Will the company provide the proper thermal clothing to employees to wear inside the flight suits to better our chances for survival against hypothermia? Also regarding the suits, many people can not get a proper seal around their faces myself included to prevent water ingress into the suits thus reducing your chances of survival in the water. I got very wet in my suit during the pool exercises during my BST, due to the fact I could not get a proper seal around my face. How will this concern be addressed?	Suits		Suit Integrity
354	TN	Should the HUET simulator at OSSC reflect the actual helicopters that are servicing the offshore here?	Training		Training
355	TN	Will a review of the current training we undertake for BST be reviewed?	Training		Training
356	TN	Will the mocked up chopper used during our BST's be upgraded with a similar size Aux tank in the cabin to better reflect our chopper and to see if it is actually possible to evacuate the capsized chopper.	Training		Training
357	TN	Too many people in helicopter to exit in role-over situation. To test situation fill all seats in helicopter simulator at Foxtrap and turn out lights. Then dunk and role simulator.	Training		Training
358	TN	Who chooses the suits used offshore? What features do they have?	Suits		Suit Integrity