

*PART699 Offshore emergency response services  
Additional Compliance Criteria & Guidance Material*

Shell Group Requirements for Aircraft Operations (SGRAO) Issue 02



## Document Revision Information

Version	Date	Amendment
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## Introduction

SGRAO PART-699 is part of the SGRAO suite of documents and must be read in conjunction with:

### **SGRAO Implementation Guide**

#### **IOGP Report 699 Version 1.0 for “Offshore emergency response services”**

This document provides additional guidance and expectations on how the IOGP Report 699 Version 1.0 for “Offshore emergency response services” must be implemented by the Contracted Aircraft operators and Shell Businesses.

SGRAO PART 699 covers the operation of Offshore Emergency Response Services (OESS) operations and is comprised of five modules:

1. Safety Management Systems,
2. Aircraft Operations,
3. Support Operations,
4. Engineering,
5. Aircraft and Equipment.

These modules are further divided into sections covering the main activities associated with the delivery of aviation services and within each section are technical elements. Each chapter in IOGP Report 699 is presented with a Title, Purpose, Expectations, Processes and Practices and Guidance documents. A ‘responsible party’ for each element is identified either as ‘Company,’ meaning the entity which engages the services of an OESS operator, or ‘Contractor’ which may be the aircraft operator, Aircraft Maintenance Organisation, or subcontracted parties (e.g., a provider of ground support services such as passenger check-in and processing).

SGRAO Part-699 is an addition to SGRAO Part-690 which must be implemented at full. All relevant ACC and Variation of Part-690 remain applicable.

List of Additional Compliance Criteria (ACC)

Report	Chap	ACC	Description	ACC Threshold
NA	NS	NA	NA	NONE

**Table 2; Additional Compliance Criteria**

Guidance Material

Guidance Material (GM) is non-binding explanatory and interpretation material issued by Shell Aircraft which helps to illustrate the meaning of a requirement or specification in the IOGP R699 or the ACC. It contains information, including examples, historic context and considerations to assist the user in the interpretation and application.

IOGP R699 Bow-Tie Set

In addition to the GM the IOGP 690 Bow-Tie Set remains applicable, which has been developed by Shell Aircraft to provide understanding on how the barriers should work together. The set is based on the Heli-Offshore performance model and the IOGP R690/699 barriers. R699 barriers are still to be developed.

Definitions & Acronyms

For definitions and acronyms used in the IOGP R69X-series, IOGP R69X offers comprehensive explanation, and R699 also has an extensive definitions list.

Variations

Variation means minor deviation to the mandatory requirements as defined in IOGP R69X-series. Consult the SGRAO Implementation guide for more information. TA/2 variations are indicated in the split boxes in the Guidance section. These variations are locally managed and registered.

List of TA/1 Variations

Report	Chap	Description	Variation Details
NA	NA	NA	NONE

**Table 3; List of TA1 variations**

<b>R699-1</b>	<b>Safety Management Systems</b>
	<b>Safety Management Systems - General</b>
	<b>Recommended practices for Safety Management Systems for offshore emergency response services are as found in IOGP Report 690 - Offshore helicopter recommended practices</b>
	<b>For Guidance Material – See SGRAO Issue 2, Part 690 - OHRP</b>

<b>R699-2</b>	<b>Aircraft Operations</b>
	<b>Recommended practices for Commercial Air Transport Operations as part of offshore emergency response services are as found in IOGP Report 690 - Offshore helicopter recommended practices.</b>
	<b>Section 2 690-2 is also applicable in addition to the sections listed below</b>
<b>1</b>	<b>Documented Procedures – General</b>
<b>MR</b>	<b>1B, 1C.1, 1C.2, 1C.3</b>
	<b>Guidance Material</b>
<b>1B</b>	No Guidance.
<b>1C.1</b>	No Guidance.
<b>1C.2</b>	If the National Aviation Authority does not issue specific Response and Rescue Services Approvals, all the documented procedures should be such that they match the requirements of this section.
<b>1C.3</b>	The documented procedures may be in a hierarchy of manuals. These may be issued in separate parts corresponding to specific aspects of an operation and should include the instructions and information necessary to enable the personnel concerned to perform their duties. All controlled documents should be read and understood by new employees and by all employees when amended.
<b>1ACC.1</b>	None.
<b>1VAR.1</b>	None.

<b>R699-2</b>	<b>Aircraft Operations</b>	
<b>2</b>	<b>Documented procedures – medevac/air ambulance</b>	
<b>MR</b>	<b>2B, 2C.1, 2C.2, 2C.3</b>	
<b>Guidance Material</b>		
<b>2B</b>	No Guidance.	
<b>2C.1</b>	No Guidance.	2C.1 - The relevant Shell Technical Authority - Air Transport (TA/1) will develop documented procedures, that cover, 2C.1.1 through 2C.1.5, in conjunction with the locally contracted Offshore Emergency Response Services provider. interim regular download schedule, if due to the aircraft location, a daily download is not achievable.  <b><u>This requirement is managed and recorded locally.</u></b>
<b>2C.2</b>	Mission Risk assessments should be agreed with the relevant Shell Technical Authority - Air Transport (TA/1) prior to the start of the contract.	
<b>2C.3</b>	A dedicated night medevac flight policy should be established with the relevant Shell Technical Authority - Air Transport (TA/1) prior to the start of the contract.  2C.3.2 - This policy should include considering the use of a dedicated Night/IMC Response and Rescue Services (RRS) aircraft.	
<b>2ACC.1</b>	None.	
<b>2VAR.1</b>	None.	

<b>R699-2</b>	<b>Aircraft Operations</b>	
<b>3</b>	<b>Crew composition</b>	
<b>MR</b>	<b>3B, 3C.1, 3C.2, 3C.3, 3C.4</b>	
<b>Guidance Material</b>		
<b>3B</b>	No Guidance.	
<b>3C.1</b>	See 699-2, 1C.3.	
<b>3C.2</b>	No Guidance.	
<b>3C.2</b>	No Guidance.	
<b>3C.4</b>	No Guidance.	
<b>3ACC.1</b>	None.	
<b>3VAR.1</b>	None.	

R699-2		Aircraft Operations	
4		Crew training and competence	
MR		4B, 4C.1, 4C.2, 4C.3, 4C.4, 4C.5, 4C.6, 4C.7, 4C.8, 4C.9, 4C.10, 4C.11	
Guidance Material			
4B	No Guidance.		
4C.1	See 699-2, 1C.3.		
4C.2	See 699-2, 1C.3.		
4C.3	No Guidance.		
4C.4	No Guidance.		
4C.5	No Guidance.		
4C.6	No Guidance.		
4C.7	No Guidance.		
4C.8	No Guidance.		
4C.9	No Guidance.		
4C.10	All crews flying Emergency Response Service (ERS) should meet the requirements detailed in IOGP Report 690-2, Section 11, Table 11-1. Unless otherwise authorised, ERS flights should be flown as Commercial Air Transport (CAT) Flights and should have crews that meet CAT requirements.		
4C.11	No Guidance.		
4ACC.1	None.		
4VAR.1	None.		

R699-2		Aircraft Operations	
5		Crew fatigue management – duty times and rest periods	
MR		5B, 5C.1, 5C.2.	
Guidance Material			
5B	No Guidance.		
5C.1	No Guidance.	5C.1 - The relevant Shell Technical Authority - Air Transport (TA/1) can accept an alternative Fatigue Management scheme. This needs to be documented and agreed as part of the contract.  <b><u>This requirement is managed and recorded locally.</u></b>	
5C.2	No Guidance.		
5ACC.1	None.		
5VAR.1	None.		



R699-2		Aircraft Operations	
6		Medevac procedures – General	
MR		6B, 6C.1, 6C.2, 6C.3, 6C.4 6C.5 6C.6.	
Guidance Material			
6B	No Guidance.		
6C.1	Medevac operations should be flown as Commercial Air Transport flights, unless otherwise authorised.		
6C.2	No Guidance.		
6C.3	The operator should share the procedures for the cases where the pilot-in-command is able to accept a medically incapacitated passenger not wearing or partially wearing survival equipment, where required, with the relevant Shell Technical Authority - Air Transport (TA/1). See 699-2, 1C.3.		
6C.4	The relevant Shell Technical Authority - Air Transport (TA/1), or designated authority, should be involved with planning Medevac flights. See 699-2, 1C.3.		
6C.5	The relevant Shell Technical Authority - Air Transport (TA/1) should agree procedures, if there is a risk that the patient is likely to need restraining for their own safety. See 699-2, 1C.3.		
6C.6	Rotors Running, unloading/loading procedures should be shared with all relevant facilities.  Personnel training could include company staff on relevant facilities.	6C.61 - The relevant Shell Technical Authority - Air Transport (TA/1) agrees to the rotors running loading/unloading procedures, Risk Assessment, for use on company facilities.  <b><u>This requirement is managed and recorded locally.</u></b>	
6ACC.1	None.		
6VAR.1	None.		

R699-2		Aircraft Operations	
7		Search only and deployment of air droppable life rafts	
MR		7B, 7C.1, 7C.2, 7C.3, 7C.4, 7C.5	
Guidance Material			
7B	No Guidance.		
7C.1	Air Droppable liferafts use various trade names, such as SKAD – Survival Kit Air Droppable, HARK - Helicopter Aerial Rescue Kit, and sometimes consists of two rafts, which are interlinked. These items can take up considerable space in the cabin.	7C.1.3 - The relevant Shell Technical Authority - Air Transport (TA/1) agrees operational procedures for “search only or air droppable life raft flights” and this is documented as part of the contract.  <b><u>This requirement is managed and recorded locally.</u></b>	
7C.2	No Guidance.		
7C.3	No Guidance.		
7C.4	No Guidance.		
7C.5	No Guidance.		
7ACC.1	None		
7VAR.1	None		

<b>R699-2</b>	<b>Aircraft Operations</b>
<b>8</b>	<b>Hoist procedures – general</b>
<b>MR</b>	<b>8B, 8C.1, 8C.2</b>
<b>Guidance Material</b>	
<b>8B</b>	No Guidance.
<b>8C.1</b>	See 699-2, 1C.3.
<b>8C.2</b>	See 699-2, 1C.3. 8C.2.12 – See also R690-2, Section 5
<b>8ACC.1</b>	None
<b>8VAR.1</b>	None

<b>R699-2</b>	<b>Aircraft Operations</b>
<b>9</b>	<b>Hoist procedures – wet operations</b>
<b>MR</b>	<b>9B, 9C.1, 9C.2, 9C.3, 9C.4.</b>
<b>Guidance Material</b>	
<b>9B</b>	No Guidance.
<b>9C.1</b>	See 699-2, 1C.3.
<b>9C.2</b>	No Guidance.
<b>9C.3</b>	No Guidance.
<b>9C.4</b>	No Guidance.
<b>9ACC.1</b>	None
<b>9VAR.1</b>	None

<b>R699-2</b>	<b>Aircraft Operations</b>
<b>10</b>	<b>Hoist operator and rescue specialist physical fitness</b>
<b>MR</b>	<b>10B, 10C.1, 10C.2, 10C.3, 10C.4, 10C.5</b>
<b>Guidance Material</b>	
<b>10B</b>	No Guidance.
<b>10C.1</b>	No Guidance.
<b>10C.2</b>	No Guidance.
<b>10C.3</b>	No Guidance.
<b>10C.4</b>	No Guidance.
<b>10C.5</b>	See 699-2, 1C.3.
<b>10ACC.1</b>	None.
<b>10ACC.1</b>	None.

<b>R699-2</b>	<b>Aircraft Operations</b>
<b>11</b>	<b>Helicopter Performance</b>
<b>MR</b>	<b>11B, 11C.1, 11C.2, 11C.3, 11C.4, 11C.5.</b>
<b>Guidance Material</b>	
<b>11B</b>	See also 690-2, Section 9. Helicopter performance class, this should be used for all Offshore Commercial Air Transport (CAT) operations.
<b>11C.1</b>	See 699-2, 1C.3.
<b>11C.2</b>	No Guidance.
<b>11C.3</b>	No Guidance.
<b>11C.4</b>	No Guidance.
<b>11C.5</b>	The relevant Shell Technical Authority - Air Transport (TA/1) should agree the relevant onshore heliports/sites to be used.
<b>11ACC.2</b>	None.
<b>11VAR.1</b>	None.

R699-2	Aircraft Operations	
12	Crew Recency	
MR	12B, 12C.1, 12C.2, 12C.3, 12C.4, 12C.5, 12C.6, 12C.7, 12C.8,	
Guidance Material		
12B	No Guidance.	
12C.1	See 699-2, 1C.3.	
12C.2	No Guidance.	
12C.3	No Guidance.	
12C.4	No Guidance.	
12C.5	No Guidance.	<p>The relevant Shell Technical Authority - Air Transport (TA/1) agree where local operations require more emphasis on night hoisting, if the 50% split between day and night is appropriate and adjusted appropriately. This is documented in the contract.</p> <p><b><u>This requirement is managed and recorded locally.</u></b></p>
12C.6	No Guidance.	<p>The relevant Shell Technical Authority - Air Transport (TA/1) guarantees the availability of day, night helidecks, and vessels.</p> <p><b><u>This requirement is managed and recorded locally.</u></b></p>
12C.7	The relevant Shell Technical Authority - Air Transport (TA/1) should agree recency requirements based on contracted aircraft task requirements.	
12C.8	The relevant Shell Technical Authority - Air Transport (TA/1) should be aware where it has not been possible to maintain recency as detailed above, if a proficiency check is required before pilots, hoist operators and rescue specialists are authorized to conduct RRS operations.	
12ACC.1	None.	
12VAR.1	None.	

R699-3	Support Operations
Recommended practices for Support Operations for offshore emergency response services are as found in IOGP Report 690 - Offshore helicopter recommended practices	
For Guidance Material – See SGARO Issue 2, Part 690, Section 3	

<b>R690-4</b>	<b>Engineering</b>
<b>The Sections of IOGP Report 699-4 apply in addition to the content of IOGP Report 690-4</b>	
<b>1</b>	<b>Maintenance of aircraft hoists and associated rescue equipment</b>
<b>MR</b>	<b>1B, 1C.1, 1C.2, 1C.3, 1C.4, 1C.5</b>
<b>Guidance Material</b>	
<b>1B</b>	No Guidance.
<b>1C.1</b>	No Guidance.
<b>1C.2</b>	No Guidance.
<b>1C.3</b>	No Guidance.
<b>1C.4</b>	No Guidance.
<b>1C.5</b>	No Guidance.
<b>1ACC.1</b>	None.
<b>1VAR.1</b>	None.

<b>R699-5</b>	<b>Aircraft and Equipment</b>		
<b>The Sections of IOGP Report 699-5 apply in addition to the content of IOGP Report 690-5.</b>			
<b>1</b>	<b>Aircraft and crew equipment fit</b>		
<b>MR</b>	<b>1B, 1C.1, 1C.2, 1C.3, 1C.4, 1C.5</b>		
<b>Guidance Material</b>			
<b>1B</b>	No Guidance.		
<b>1C.1</b>	No Guidance.		
<b>1C.2</b>	The relevant Shell Technical Authority - Air Transport (TA/1) should be involved in the evaluation of types and internal equipment fit.		
<b>1C.3</b>	<table border="1"> <tr> <td>Availability of thermal imaging systems in the operating area might be limited due to ITAR or national government restrictions. This needs to be taken into account when considering the operational risk.</td> <td>                     The relevant Shell Technical Authority - Air Transport (TA/1) agree the minimum equipment fit for Rescue Recovery Services (RRS) and this is detailed in the contract.   <u><b>This requirement is managed and recorded locally.</b></u> </td> </tr> </table>	Availability of thermal imaging systems in the operating area might be limited due to ITAR or national government restrictions. This needs to be taken into account when considering the operational risk.	The relevant Shell Technical Authority - Air Transport (TA/1) agree the minimum equipment fit for Rescue Recovery Services (RRS) and this is detailed in the contract.  <u><b>This requirement is managed and recorded locally.</b></u>
Availability of thermal imaging systems in the operating area might be limited due to ITAR or national government restrictions. This needs to be taken into account when considering the operational risk.	The relevant Shell Technical Authority - Air Transport (TA/1) agree the minimum equipment fit for Rescue Recovery Services (RRS) and this is detailed in the contract.  <u><b>This requirement is managed and recorded locally.</b></u>		
<b>1C.4</b>	See 1.C.3. above.		
<b>1C.5</b>	See 1.C.3. above.		
<b>1ACC.1</b>	None.		
<b>1VAR.1</b>	None.		