

# SHELL EPW PASSENGER RESPONSIBILITIES

## 1. PRIOR TO ARRIVAL AT THE HELIPORT

- a. All passengers must have a valid government picture ID (e.g. driver's license, military ID, passport). An expired or out-of-date ID will not be accepted.
- b. Refer to Shell's list of prohibited items prior to packing your baggage.
- c. All baggage must be suitable for aircraft transport.
  - Zippered duffle bags are the preferred baggage.
  - Plastic bags (e.g. trash bags, shopping bags) may not be used as baggage, but should be used as baggage liners to protect contents from moisture and rain.
- d. Computers and other fragile devices shall be packed in a bag designed to protect them for transport or suitably protected in other baggage. Helicopter operator may refuse to carry improperly-packaged fragile items. Identify computers and fragile items to the heliport check-in personnel. Ensure that your bag is marked with a computer tag.
- e. Declare all hazardous materials to the dispatchers at check-in.
- f. Purses will not be allowed in the passenger cabin of the aircraft and should be suitable for use as baggage or packed within other baggage.
- g. All loose items shall be packed in your baggage.
- h. Excessive and inaccurate baggage weights can cause passengers and baggage to be bumped from a flight.
- i. Pack light. On average, the aircraft can carry about 40 lbs of baggage per person.
- j. Accurate baggage/cargo weight must be provided to your Shell contact to ensure proper reservations and weight allowances are made for your flight.
- k. All passengers must wear work clothing in accordance with SEPCo .
  - At a minimum, all passengers must wear long pants and a shirt with long or short sleeves.
  - All headwear shall be stowed in passenger baggage.
  - Passengers' footwear must fully enclose the toes and the heel of the foot.

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## **SHELL EPW PASSENGER RESPONSIBILITIES, Continued**

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### 2. ARRIVAL AT HELIPORT

- a. Passengers should report for flight check in as directed by their facility's logistics clerk. Report time is generally 60 minutes prior to flight departure. Passengers arriving less than 60 minutes prior to departure may not be guaranteed a seat on the aircraft.
  - Late arrivers must notify their Shell supervisor or contact the Shell dispatcher no later than 60 minutes prior to their scheduled flight departure.
  - Aircraft will only be held with the approval of the passenger's PIC, the concurrence of all PICs on the flight route, and, if required, all destinations scheduled for that aircraft for the remainder of the day. Notification of late arrival must be made by telephone with sufficient time allowed for coordination with all effected destinations.
- b. Passengers must check in with the Shell Dispatcher upon arrival at the heliport.
  - During check-in, passengers shall declare all hazardous material cargo.
  - Any passenger who attempts to check in while perceived to be under the influence of any substance will be refused transport and directed to Human Resources.
- c. A current government picture ID (e.g. driver's license, military ID, passport) is required to board a helicopter.

### 3. PRE-FLIGHT

- a. Once the flight is called, passengers shall proceed to the designated security checkpoint.
- b. Passengers must comply with current Marine Security (MARSEC) and security-screening requirements including baggage and body search.
- c. Cell phones and other electronic devices (CD, MP3, video players) shall be turned off and stowed in baggage or in containers designated for flight.
- d. Purses will be checked as normal baggage (i.e., they may not be carried into the passenger cabin). Ensure valuables are securely carried on your person.
- e. All loose items shall be properly stowed in baggage.
- f. Jackets/sweaters may not be carried on the flight line. They shall be worn or placed in your baggage.

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## **SHELL EPW PASSENGER RESPONSIBILITIES, Continued**

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- g. Passengers are not permitted on the flight line unless escorted by a Helicopter Landing Officer (HLO).
  - h. Life vests shall be on and securely fastened prior to entering the flight line.
  - i. Passengers are allowed to bring the following items in the passenger cabin:
    - Reading Materials: Must be bound and compact in size (e.g. books, magazines, day planners, note pads). Newspapers are not allowed.
    - Cameras: Small compact cameras (digital or film) are allowed. They shall be securely carried on person. Use of a flash in the passenger cabin is prohibited.
  - j. Hearing protection is provided and shall be used prior to entering the flight line.
4. PASSENGERS ON BOARD/IN-FLIGHT
- a. All passengers shall cease conversation during departure and approach audio briefings, and during any pilot commands or briefings.
  - b. Passengers are required to keep their seatbelts and lifejackets on for the duration of the flight and until advised by the pilot or HLO that they may be removed.
  - c. Do not lean against or try to open emergency exits or any windows. They are designed to open with little force to aid emergency egress.
  - d. It is against federal law to tamper with aircraft safety devices.
  - e. It is against federal law to tamper with aircraft first-aid equipment.
  - f. Passenger(s) should relay safety concerns to pilot(s) at any time; however, non-safety related communications with the pilot during critical flight operations (take off and landing) is prohibited.
  - g. Passengers shall not open the helicopter door until authorized by the pilot or HLO.
5. ARRIVAL AT OFFSHORE FACILITY
- a. Passengers shall remain seated with seatbelts securely fastened until told to debark the aircraft by the pilot or HLO.
  - b. Passengers shall wear life vests fully fastened off of the helideck unless otherwise directed by the HLO.

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- c. Passengers shall follow all HLO directions on the helideck.
  - d. NEVER WALK TOWARD THE TAIL OR 12 O’CLOCK POSITION OF THE AIRCRAFT
  - e. Once clear of the helideck remove life vest as directed by the HLO.
6. PASSENGER FLYING IN FROM OFFSHORE
- a. Comply with all requirements from the outbound passenger instructions.
  - b. Passengers shall have life vests securely fastened prior to entering the helideck.
  - c. Passengers shall not enter the helideck without proper supervision by either the HLO/HDA or the pilot.
  - d. NEVER WALK TOWARD THE TAIL OR 12 O’CLOCK POSITION OF THE AIRCRAFT.
  - e. Passengers shall follow the all HLO/HDA or pilot directions while on the helideck. Once inside, securely fasten restraint harness and follow all previously stated procedures for in-flight conduct.
  - f. A current government picture ID (e.g. driver’s license, military ID, passport) is required to board a helicopter.
7. ARRIVAL AT ONSHORE FACILITY
- a. Passengers shall remain seated and seatbelts securely fastened until told to debark the aircraft by the pilot or HLO.
  - b. Passengers shall wear life vests fully fastened off of the flight line unless otherwise directed by the HLO.
  - c. Passengers shall follow all HLO directions on the flight line.
  - d. NEVER WALK TOWARD THE TAIL OR 12 O’CLOCK POSITION OF THE AIRCRAFT.
  - e. Passenger bags will be moved by flight line personnel into the heliport for pickup. DO NOT attempt to retrieve your bags on the flight line.
  - f. Once clear of the flight line, remove life vest as directed by the HLO.