



Risk Consulting & Management – GMR and Partnered Services

Our dedicated Aviation team understand managing and reducing insured risks is important to our clients, which is why at AIG® we go beyond insurance, and have partnered with GMR Human Performance (GMR) Ltd and their trusted partners to provide risk consulting and management services.

Their expertise lies in understanding the relationship between human performance and safety outcomes, crucial for effective aviation risk management. Helping to ensure risk programmes are not only well-supported but also impactful in improving performance, reducing risk and making operations safer and more efficient.

GMR Services

Audit & Compliance

Experienced in a myriad of standards and regulatory frameworks around the world.

Client Benefit: Independent assurance, compliance confidence, observations and suggestions for areas of improvement.

Ideal for: Those with audit requirement responsibilities.

Employee, Recruitment, Retention and Welfare

Human-centric review of internal policy and communication to support employee management.

Client Benefit: Informed decision-making capability regarding HR issues and an understanding of factors to improve welfare and morale.

Ideal for: HR and recruitment teams and those involved with internal policy and Employee Support Programmes.

Competency Mapping

Roles, responsibilities and non-technical skill sets reviewed and mapped.

Client Benefit: Strategy development to address skill gaps and an opportunity to engage experts to deliver appropriate training.

Ideal for: All nominated post holders/senior executives and HR, recruitment and training teams.

Wildlife & Hazard Management

Incident data and policy reviews, and stakeholder engagement to share best practice and training.

Client Benefit: Clear understanding of patterns and trends to help mitigate bird-strike and wildlife risks.

Ideal for: Airfield, airport and safety managers, air traffic controllers, contracted services and those interested in hazard management.

Additional GMR capabilities available to clients:

Safety

SMART Safety Objectives Set safety objectives that are likely to have greatest impact.

Strategic Safety Alignment Safety philosophy, vision, mission and values to enrich communication.

Safety Promotion Guidance on safety promotion measures that will resonate with staff.

Investigations & Audit

Event Investigations Support with interview techniques, report writing and the investigation processes.

Audit Intervention Guidance to understand and mitigate audit findings, with root-cause analysis and intervention.

Data

Data Analysis and Exploitation Understand and transform data in reporting systems into a powerful asset.

Procedural Optimisation Data-driven review of safety critical procedures to enhance compliance.

Independent Opinion

Risk Stress Testing Challenge of clients' safety controls, barriers and safeguards using evidence and data.

Safety Plan Reviews Expert review of safety plans for compliance and useability.

Safety Meeting Attendance Provide objective challenge at clients' safety board meetings.

Investigation Reviews Identify investigative gaps, determine root-cause, findings and intelligent interventions.

Facilitation & Communication

Interface Management Identify, understand and enhance information flow in clients' organisations, both internally and externally.

Mentoring & Coaching Support senior executives with short and long-term Human Performance goals.

Hazard Identification Workshops Facilitation of hazard hunting workshops to help identify potential risks.

Partnered Services

	OVERVIEW	CLIENT BENEFIT	FOR
Peer Support & Mental Health	Compliant Pilot & Crew Peer Support* that is focused on the needs of the aircrew community.	Greater understanding of the pressures and issues and a regulatory compliant package of support for aircrew.	All AOCs operators required to deliver an effective and compliant Peer Support System.
Upset Prevention & Recovery Training (URPT)	Turnkey, bespoke solutions using academic, on-aircraft and flight simulator training packages.	Provides pilots with critical skills to prevent and manage and solve life-threatening aeroplane situations and events.	All operators and professional organisations with flight operations and National Aviation Authorities.
Innovation & Leadership	Workshops to help clients with new initiatives and licensed providers of specialist interactive software for leadership and communication training.	Structured sessions to facilitate creativity, collaborative problem solving and generate practical ideas and solutions	Leadership, supervisors, middle management, performing and project teams and programme managers.
Human Performance & Wellbeing	Evidence-based frameworks, innovative models and profiling tools to explore the intersection of situational leadership, effective teamwork, organisational culture, and mental well-being.	Insights into behaviours and communication styles to promote greater empathy and collaboration, empowering leaders with the mindset and confidence for lasting transformation.	Leaders and managers

* Pilot Peer Support is now a regulated requirement under Air Operator Certificate (AOC) operations.

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Bow-Tie Risk Modelling	Bow-Tie training, software support and development of visual risk modelling to create effective risk management tools for operations.	Visual risk modelling provides confidence, assurance and clarity, helping to inform effective risk-based decisions.	All dynamic operations where risk management can be enhanced.
Nominated Post Holder Continuing Airworthiness Management Organisation (CAMO) Assurance	Form 4 candidate interviews conducted by approved individuals. All relevant areas of Continuing Airworthiness Management covered.	Assurance and preparation of CAMO Nominated Post Holders (Form 4) using UK CAA approved staff.	CAMOs, Nominated Post Holders and leadership teams wanting to support CAMO development.
Press & Media Training	Professional training to navigate pitfalls and opportunities of press and media engagements.	Providing confidence and competence to manage PR communications and interviews.	Senior executives, PR/Corporate Communications staff and those required to engage with press and media.
Cyber Security	Expert security architects and advisors, specialisms include telecommunications, cloud/hybrid services and records management.	Tailored Cyber Security, Information Assurance and Risk Management training, all in accordance with ISO 9001 certification quality procedures.	Cyber Security teams.
Human Performance & Security	Workshops to increase the understanding of human fallibility that can contribute to error and violation provoking conditions.	Awareness of security protocols to help identify operational and people risks to security management systems in complex and dynamic operations.	Leaders, security and technical teams and those in dynamic, critical operations.
Operational Flight Data Monitoring (FDM)	Integrated FDM Programmes to gather and analyse routine flight data with the objective to improve safety.	Safety promotion processes and procedures to develop, sustain and improve aviation safety and supports the European Union (EU) Safety Management Strategy.	Airline and aircraft operators.

** Required by EU Air Operations Regulation 2 for aeroplanes with a maximum certificated take-off mass (MCTOM) of over 27 000 kg and used for commercial air transport (CAT). Also required for some categories of helicopters that are used for CAT offshore operations 3.

*** Regulation requires FDM programmes be integrated into the operator’s safety management system (SMS).



These are examples of the capabilities offered to our clients. All Products & Services are tailored to clients’ operations to help support their SMS Requirements.

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