



Aviation Risk Consulting & Management Services

AIG® recognises the current and future aviation environment creates challenges around regulatory compliance, safety, operational risk and organisational learning & performance. The need for a robust risk programme has never been greater.

That is why we have partnered with GMR Human Performance Ltd to provide risk advisory and consultancy services for our clients. Our collaboration brings together people who care about developing solutions to real-world, operational problems.

An Integrated Approach to Risk Management

We encourage integrated rather than siloed approaches to risk management. This helps ensure customer security teams and delivery partners work within overall business and programme objectives, providing confidence that all risks are managed.

-  A bespoke approach, proportionate to business objectives, strategic approach and level of risk
-  Alignment with business, operational and compliance requirements, frameworks and security standards
-  Pragmatic insight and advice on how to implement policies, processes and controls
-  Consideration of other control types (procedural, physical, personnel) to deliver a holistic solution

We can also provide risk control reviews against various baseline security standards, including specialist areas such as: records management, cloud security and mobile telecommunications.

Services Tailored to your Operations, Environment and People

All our services are tailored to your operations, the environment they are performed in and the people who deliver them. We provide expert consultancy and training for all sectors of the aerospace industry. Enabling you to focus on organisational objectives and the long term success of your business.

Core services include:

- Airlines & Flight Operations
- Airport & Ground Operations
- General Aviation
- Maintenance & Engineering
- Safety Performance
- Human Factors Training & Risk Advisory Services
- Trust Communities & Psychological Safety
- Competency Management, Recruitment, Selection, Retention & Promotion
- Open Reporting, Reporting Quality and Effective Interventions
- Fatigue Risk Management
- Cyber & Human Security
- Specialist Training

Working with Us

Our outstanding risk consulting expertise and capabilities focus on:

- Clients' strategic priorities
- Operational issues
- Analytics and data led processes
- Site visits and assessments
- Monitoring and reporting
- Long term partnerships

Why AIG & GMR?

Our team have decades of expertise in all aspects of the aviation ecosystem. Many have pan-industry experience with a track record of successful delivery of products and services. We are currently delivering successful programmes in Rail, Nuclear, Finance, Insurance, Highways, Water & Energy and more broadly across the Aviation sector. The invaluable learning we share across the industries we work in improves performance, reduces risk and makes operations safer.

The Benefits

We focus exclusively on providing proportionate, specialist subject matter advice and expertise. The range of skills within our team means that clients have an unrivalled range of experience and skills at their disposal.

Benefits include:

- Innovative approach
- Solutions that meet requirements first time
- Excellent communication, facilitating successful stakeholder engagement
- Ability to work independently or with teams, and
- Over 15 years' experience in sectors including aviation, utilities and legal.

This marketing material is intended for insurance brokers and other insurance professionals for their information. For full terms, conditions and benefits related to AIG products, please refer to the policy and associated documents.

Risk Services

Safety

- Data Analysis (identification of themes/ trends & effectiveness of controls & barriers)
- Safety Management Systems Stress Test
- Facilitated Safety Workshops
- Human Factors Training
- Just Culture Workshops & Assessments

Security

- Cyber Security Training & Consultancy Services
- Security Risk Control Reviews
- Human & Physical Security (for penetration & vulnerability testing and solutions)

Ground Handling & Ground Operations

- Ground Handling Operations
- Data Analysis (to identify trends/themes)
- Airfield Driver Training
- Human Factors Awareness Training

Environment, Sustainability and Governance (ESG)

- Ground Environmental Activity Review
- Executive Board Advice, Support and Guidance (through the provision of expert Non-Executive Directors)

Air Traffic Control

- ATC Operations and Resource Management Auditing/Roster Time Assessments
- Airspace Management Procedure Review
- Fatigue Management Training
- Winter Planning Preparation
- Review of Low Visibility Procedures

Airport Planning and Engineering

- Airport Master Planning
- Passenger Hazard Assessments
- Facilities Benchmarking
- Airport Capacity Analysis
- Airfield Pavements Assessments
- Compliance Reviews & Auditing

Staffing & Human Resources

- Recruitment, Selection and Promotion Processes and Survey Support
- Persona Profile Development
- Onboarding Processes and Induction Assessments
- Company Values Embedment Review
- Career Progression and Advancement Assessments
- Surveys and Interviews Reviews
- Working Conditions Review
- Trust Culture Maturity Assessments
- Innovation and Strategy Workshops

Regulatory Compliance

- Human Factors and Performance Training
- Crew Resource Management (CRM) Training
- Upset Prevention & Recovery (UPRT) Training
- Fatigue Risk Management System (FRMS) Training
- Compliance Auditing

Safety and Reduce Operational Risk

- Safety Data Analysis

Flight Operations

- Safety Management Auditing, Independent Review and Stress Testing
- Mental Health & Wellbeing Workshops and Assessments
- Peer Support Systems (from April 2023) Training

Ground Operations

- Safety Management Auditing & Independent Review
- Ground Handling - Observation Programmes
- Airport & Airfield Management – Hazard Identification and Airfield Driver Training

Organisational Learning & Performance

- Culture & Psychological Safety Analysis
- Learning Review Training & Investigation Training
- Incident Investigation Support
- Reporting System Data Analysis
- Staffing & Human Resources Training
- Safety Management Workshops
- Dispute Resolution

Security:

- Cyber Security Training & Consultancy Services
- Security Risk Control Reviews (against baseline standards)
- Human & Physical Security Services (for penetration and vulnerability testing and solutions)

Key Contacts

Ross Priday, GMR

Ross served in the Royal Air Force for 26 years as a principal engineer, executive officer, and the chief engineer for the RAF Aerobatic Team (The Red Arrows) and has worked extensively across civil aviation and airport operations. He speaks regularly at aviation safety conferences and has been published on numerous occasions regarding matters of Just Culture, compliance management, and human factors.

Simon Mahon, GMR

Simon applies 25 years of practical, front-line experience and a strong understanding of industrial psychology and human/organisational performance to translate business change needs into results driven programmes. Simon has worked for clients identifying and managing risk in a range of safety critical industries.

Contact your AIG Aviation representative for more information



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