Safety Management System

Designed for compliance with the following standards and recommendations:

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PREFACE

This Safety Management System (SMS) is intend to be a systematic approach to managing safety including the necessary organizational structures, accountabilities, policies and procedures. It outlines the SMS in place at Premier Aviation. Specific procedures for aircraft or ground emergencies are not intended to be included in this manual, and are part of the specific Aircraft Flight Manual, Emergency Checklists, or Emergency procedures either set in place by, or utilized by this company.

This is not intended to be a stand-alone manual, and should be read in conjunction with FAA AC 120-92, AC 120-59a, AC 120-79, AC 120-82, ICAO Doc 9859, and ICAO Annexes 6, 11, & 14. This document was developed from the guidelines set forth by IS-BAO AMC 3.2 – Safety Management System.

Nothing contained in this manual is meant to supersede any standing regulation, order or recommendation issued by the FAA or ICAO ruling bodies. In the event a discrepancy is noted, the reader is advised to bring said discrepancy to the notice of Premier Aviation's Safety representative.

Record of Amendments

Revision Numbers	Revision Date	Initials	Name of the Person	Date of Insertion	Inserted By
Original	2/18/2009				

Distribution List

Serial Numbers	Title	Department	Copy Number

PREMIER AVIATION'S SAFETY POLICY LETTER

(Your Company's specific policy, signed by CEO/Director goes here)

A. PREMIER AVIATION'S SAFETY PROGRAM

The five major components of the Premier Aviation's Safety Program are:

1. A process to prevent accidents and injuries.

2. Safety education and training.

3. A system that allows and encourages the reporting of any identified hazard.

4. A program to assess the effectiveness of the Safety Program.

5. Willingness on the part of everyone in Premier Aviation to embrace and foster a SAFETY CULTURE.

SMS.1   Safety Policy and Goals

A.   Safety Policy

1. Premier Aviation's Management is committed to providing a safe and healthy working environment for all of its passengers, employees, contractors and visitors. To achieve this goal, a proactive safety program shall be developed and incorporated throughout all departments of Flight Operations.

2. Safety should be viewed as an individual responsibility as well as a Flight Operations goal.

3. No objective is so important as to compromise safety.

B.   Safety Performance Goals

1. Zero occurrences of preventable injury to persons

2. Zero occurrences of preventable damage to aircraft or property.

3. Zero occurrences of preventable human error. AT&T Flight Operations employees will be capable of conducting a hazard analysis in accordance with Appendix B to the International Standard for Business Aircraft Operators (IS-BAO) - Guidelines for the Conduct of Risk Analysis by Business Aircraft Operators.

4. Employees will report the types of hazards listed in Appendix I

5. Maintenance errors and missed procedures are caught and corrected prior to an unsafe action and flight of the aircraft.

6. Pilot errors and missed procedures are corrected prior to flight when possible and prior to an unsafe action.

The graphic on the following page illustrates the continual process which as at the heart of the SMS program:
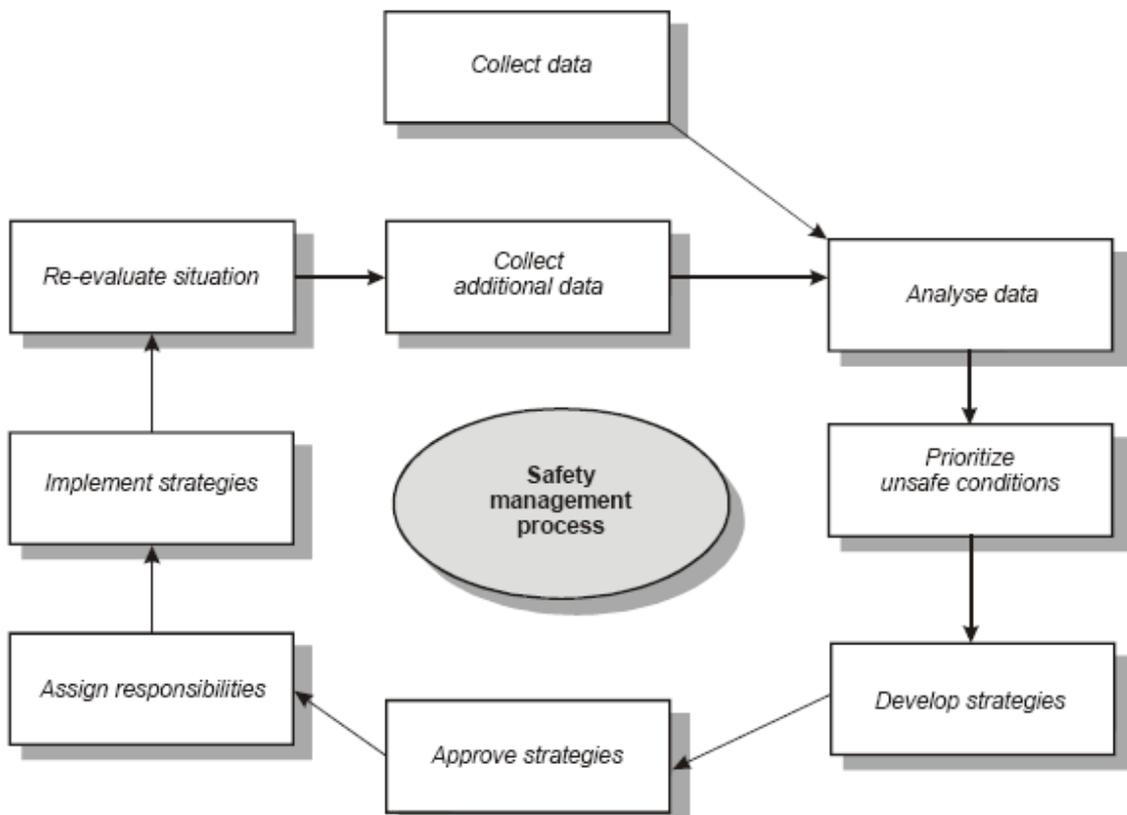
The Safety Management process overview: A continuous Safety Cycle loop.

SMS.2   Non Reprisal Policy

Premier Aviation is committed to the safest operation possible.   Therefore, it is imperative that we promote uninhibited reporting of hazards, occurrences, and incidents that in any way affect the safety of our operations, employees, passengers, or visitors.

Thus, it is the policy of Premier Aviation to recognize the efforts of individuals who identify and communicate unsafe acts and conditions for the purpose of promoting safety. All communications made by employees pursuant to the reporting process shall be made with the assurance that no retaliation/reprisal shall occur to the employee for submitting any information via the Hazard Identification and Tracking System. The identity of employees who provide information through this system shall be protected to the extent permissible by law and Premier Aviation's Corporate Policy while disseminating flight and ground safety information.

This non-reprisal policy shall not apply to information concerning accidents; criminal offenses; willful and purposeful deviation from regulations, policies, or procedures (PIC deviation authority for in-flight emergencies is excluded); or to information provided by a source other than the employee.

The example SMS document stops here.

AVIATION SAFETY PROGRAM

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General

Safety Policy

Management regards an effective safety program as vital in achieving the mission of the Flight Department. In recognition of this fact, the Department is committed to providing a safe and healthful working environment free of recognized hazards for its employees. In pursuit of this goal, an aggressive safety strategy shall be incorporated into all department activities. Safety is also an individual responsibility and must exist in our thinking, planning, and actions. All Department personnel will be held accountable for fulfilling their responsibilities under this safety program. Compliance with this policy will be part of the annual performance appraisal process.

The cornerstone of an effective safety program is an active accident prevention system. The Department is committed to eliminating hazards and minimizing potential risks through the diligent practice of risk analysis. Hazards and incidents resulting from department operations shall be identified at all levels. Conditions and acts posing unacceptable risk shall be eliminated or changed to prevent personnel injury or illness and property damage or loss.

The Department shall ensure compliance with all regulatory safety requirements through a comprehensive education and training program.

Safety Culture

Safety Culture or climate may be thought of as the department's collective norms, standards, perceptions and behaviors with respect to safety. Management's fostering of a positive safety culture is critical to any effective safety program. The following concepts and actions are elements of a positive safety culture:

- Unqualified commitment to safety as a behavioral pattern and pervasive way of life by top management.
- Unambiguous expectations by each level of management as well as each peer group that, for all employees, safe life patterns and work habits are as normal as breathing and must be practiced off the job as well as on the job.
- Availability of quality, standardized equipment with which to accomplish the assigned tasks.
- Clear, easily understood operating procedures, followed without deviation.
- Inclusive system of communications for collecting, analyzing, and exchanging incident data related to safety.
- Non-retribution for submission of incident data.
- Retraining without penalty or stigma when safety is involved.
- System for tracking incident and accident data, analysis of trends, and feedback of results.
- Peer acceptance that accidents are preventable, regardless of operations.
- Peer acceptance that safety is a matter of lifestyle – a matter of culture.

Safety Program

The Safety Program consists of four major components:

1. A formal accident prevention program,
2. Employee safety and accident prevention education and training,
3. An internal reporting system to allow employees and other personnel to report incidents and recognized hazards, and
4. An internal assessment program to monitor the effectiveness of the Safety Program.

Governmental regulations require the establishment of an employee training program. Due to the complexities of these regulations, the Safety Manager/Officer shall aid and advise managers and supervisors in identifying appropriate training methods.

Responsibility for Safety

Refer to Section 2 of the Policy and Operations Manual for a general description of the safety responsibilities of management and of all employees relating to the Department's mission. The Department Safety Program further defines these responsibilities.

Safety Manager/Officer

The Safety Manager/Officer is tasked with the overall responsibility for development and implementation of the Flight Department Safety Program. The Safety Officer/Manager reports directly to the Flight Department Manager on all safety issues and shall also serve all levels of the department as an advisor on safety matters. Specific responsibilities include:

- Develop and implement safety programs for Department personnel to ensure a safe and healthful work environment.
- Advise management of recognized hazards and unsafe/unhealthful working conditions.
- Periodically assess Safety Program effectiveness and compliance.
- Update Safety Program as necessary to maintain regulatory compliance.
- Perform annual facility safety audits.
- Perform hazard assessments for the purpose of recommending engineering controls, administrative controls, and personal protective equipment.
- Evaluate available training resources. Advise management concerning training requirements, methods, and sources.
- Assist management as necessary in the event of a governmental safety and/or health inspection.

- Disseminate safety-related information.
- Process Hazard and Incident Reports for the purpose of identifying and eliminating or mitigating workplace hazards.
- Maintain Hazardous Substance Exposure Reports.
- Other duties as determined by the Flight Department Manager.

Safety Representatives

Safety Representatives may be designated among Department personnel to perform supplemental duties in support of the Safety Program. Specific responsibilities include:

- Act as the Safety Manager/Officer's representative at the respective base.
- Fulfill base safety training and record-keeping requirements.
- Advise base management on safety-related issues.
- Disseminate urgent and routine safety information to base personnel.
- Respond to the safety concerns of base personnel and forward concerns to the Safety Manager/Officer.
- Assist the Safety Manager/Officer in conducting periodic Safety Assessments.
- Analyze identified hazards for the purpose of eliminating or mitigating risk to Department personnel.
- Maintain a base safety bulletin board highlighting pertinent safety topics.

Safety Representatives shall coordinate professional training relating to their duties with their supervisor. The Safety Manager/Officer shall identify appropriate schools and seminars for the professional development of Safety Representatives.

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Safety Committee

A Department Safety Committee can add materially to an effective loss control program. The basic function of a Safety Committee is to create and maintain an active interest in loss control and reduce accidents. The organization and operation of a safety committee gives employees a greater opportunity to participate actively in loss control.

Each Department location is to establish a Safety Committee.

Safety committee membership varies depending on needs. Safety committees consist of a management representative, supervisors and workers. There is to be a representative from each major department. Membership on the safety committee is for a definite period and membership rotated periodically. This gives more employees an opportunity to participate and helps maintain interest in the committee. Meetings are to be held monthly.

Some of the safety committee activities and responsibilities are:

1. Conduct regular inspections to detect hazardous conditions and unsafe work practices and recommend corrective action.

2. Act as a clearinghouse for all loss control ideas and activities.

3. Study accidents to determine corrective action that can be taken to prevent recurrence.

4. Assist in the development of loss control standards and rules.

5. Conduct promotional campaigns to maintain employee interest in loss control.

6. Individually promote loss control in the area where they work.

7. Records should be kept of committee meetings so that activity can be followed up and management kept informed of progress.

8. Assist new employees in becoming familiar with company practices and rules relative to their safety and the safety of other employees.

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Accident Incident Preparedness

Date/Time of Call:	Your Name:

Action

1. **Caller Information**

- Name:

- Title:

- Telephone number

2. **Initial Description**

- Aircraft location:

- Aircraft type:

- Brief description of accident:

IMPORTANT: Inform the caller you will need to verify information, and will call them back within 5 minutes at their location.

3. **Verification Contact**

- If available, check with Dispatch to see if Company aircraft may be in the vicinity of the reported accident.

- Locate independent method of verifying agency telephone number — use telephone information (1- area code - 555-1212) or 911 (if local).

- If number is the same, then contact directly. If number is not the same, then contact the agency number you obtained telephone information. Check to see if the person, and number are authentic.

- Verifier Information

    ◆ Name:

    ◆ Title:

    ◆ Agency Address:

    ◆ Telephone number:

4. Notify Flight Department Manager by most expeditious means possible. Provide all details known.

5. Contact initial caller. Document any further information discussed. Forward information request to Flight department manager, or designee, for response.

EMERGENCY MANAGER Checklist

6. **Aircraft Information**

- Aircraft Identification Number
- Location

- Aircraft Type/Color
- Nearest Airport

- Time of Incident
- Directions/Key Info

- Damage Description
- Other aircraft involved?

7. **Personnel Information**

Name and Injury Status	*Contact Location/Number*
a)	a)
b)	b)
c)	c)
d)	d)
e)	e)
f)	f)
g)	g)
h)	h)
i)	i)
j)	j)
k)	k)
l)	l)
m)	m)
n)	n)
o)	o)

Date/Time of Contact:	Caller:	Contact number:

	ACCIDENT VERIFICATION / INITIAL BRIEFING
	1. **Verification**
	☐ If aviation accident has been verified, request copy of verification report.
	☐ If no verification has been completed, then perform verification and document on Notification/Verification Checklist.
	2. **Passenger Manifest**
	☐ Contact Dispatch for passenger and crew manifest.
	☐ Ensure no manifest changes were received.
	☐ Is anyone waiting for passengers or crew members at the destination point?
	3. **Initial Briefing**
	☐ Gather available personnel, contact by conference call when not in the office
	☐ Inform them of the facts known about the incident
	☐ Make initial contact assignments:
	☐ Corporate Notification _____
	☐ NTSB Notification _____
	☐ Insurance Company _____
	☐ _____
	☐ Set TIME for key management to meet: _____
	☐ Make initial personnel assignments:
	☐ Emergency Manager _____
	☐ Dispatch _____
	☐ Administrative Support _____
	☐ Maintenance _____

8. **<u>Rescue Operations/Contacts</u>**	
<u>Agency/Name</u>	***<u>Telephone</u>***
a) Local Police:	a)
b) State Police:	b)
c) Fire Department:	c)
d) Rescue:	d)
e) Ambulance:	e)
f) Helicopter:	f)
g) Hospital:	g)
h) Hospital:	h)
i) Hospital:	i)

NOTES:

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This Safety Program sample stops at this point