



AIRCARE™
Safety Management System
Guidance Manual
For General Aviation Organisations

PART 2



SAFETY MANAGEMENT SYSTEM MANUAL

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1. INTRODUCTION

This Safety Management System (SMS) Manual has been developed to direct all personnel in the safe operations of the organisation, in terms of all aspects of the business including flight safety and environmental safety. The manual defines the policy that governs the operation of the organisation. SMS is a proactive, integrated approach to safety management and is part of an overall management process that the organisation has adopted to achieve its goals and objectives. It embraces the principle that the proactive identification and management of risk increases the likelihood of achieving safe outcomes. Hazards can be identified and dealt with systematically through the Hazard Reporting Programme that facilitates continuing improvement and professionalism. Auditing and monitoring processes ensure that operations are carried out in such a way as to not only minimize the risks inherent in the operation, but meet best practice in terms of other legislative responsibilities including environmental responsibility under the Resource Management Act 1991.

Compliance with this manual is intended to be the cornerstone of allowing the business to grow in a managed fashion, and coupled as it is with the AIRCARE™ Management System and the sector specific codes of practice, should enable the organisation to meet the expectations of *all* our regulators. To achieve a truly sustainable future this organisation must:

- Operate in compliance with the Civil Aviation Act and the Civil Aviation Rules and other applicable laws
- Maintain accreditation under the AIRCARE™ Programme
- Keep all personnel, visitors and customers free from harm
- Manage a realistic profit strategy

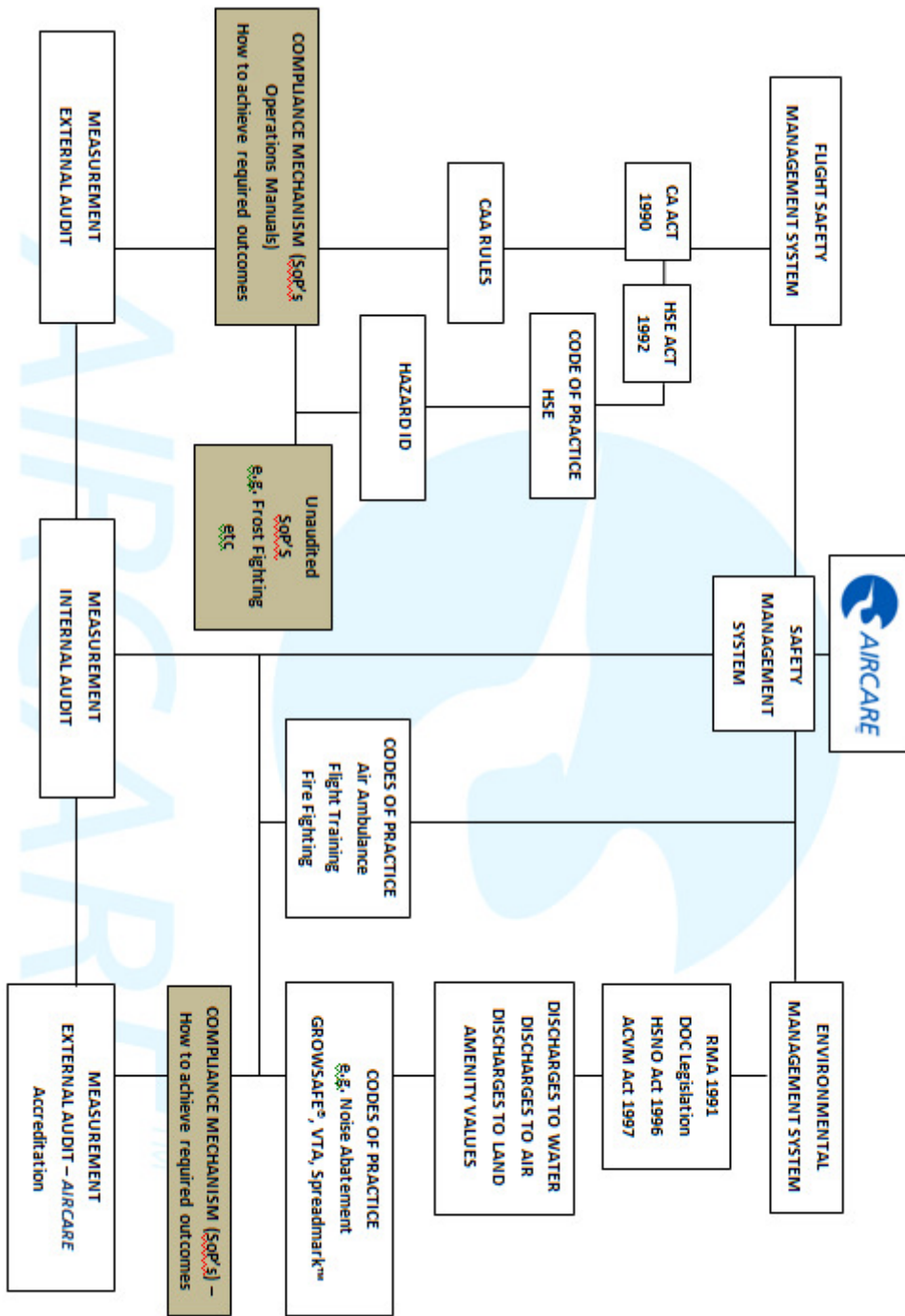
I invite all company personnel to adopt the rules, procedures and philosophies detailed in this manual.

Chief Executive Officer XXXXX Company Dated



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1.1 Compliance Flowchart



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1.3 Record of Amendments

Amend. No	PAGES CHANGED	EFFECTIVE DATE	DATE ENTERED	ENTERED BY (SIGNATURE)
New Manual		01.02.11	01.02.11	Incorporated
1	Reissue as Edition 2	01.11.11	01.11.11	Incorporated
2	Pages 8, 37, 38 & 51	30.01.12	30.01.12	Incorporated
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1.4 List of Effective Pages

This table specifies the effective pages for this manual

Page No	Date	Page No	Date	Page No	Date	Page No	Date
1	01.11.11	26	01.11.11	51	30.01.12		
2	01.11.11	27	01.11.11	52	01.11.11		
3	01.11.11	28	01.11.11	53	01.11.11		
4	01.11.11	29	01.11.11	54	01.11.11		
5	01.11.11	30	01.11.11	55	01.11.11		
6	01.11.11	31	01.11.11	56	01.11.11		
7	01.11.11	32	01.11.11	57	01.11.11		
8	30.01.12	33	01.11.11	58	01.11.11		
9	30.01.12	34	01.11.11	59	01.11.11		
10	01.11.11	35	01.11.11	60	01.11.11		
11	01.11.11	36	01.11.11	61	01.11.11		
12	01.11.11	37	01.11.11				
13	01.11.11	38	30.01.12				
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19	01.11.11	44	01.11.11				
20	01.11.11	45	01.11.11				
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24	01.11.11	49	01.11.11				
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1.5 Abbreviations

AEANZ	Aircraft Engineers Association of NZ a division of AIA
AIA	Aviation Industry Association of New Zealand Incorporated
AMC	AIRCARE™ Management Committee
CAA	Civil Aviation Authority of New Zealand
CAR	Civil Aviation Rules
CEO	Chief Executive Officer/Owner/Manager
CPD	Continuing Professional Development
DGPS	Differential Global Positioning System
EMS	Emergency Medical Services Division of AIA, Formerly known as AA/AR
EO	Executive Officer
FLT TRG	Flight Training Division of AIA
GIS	Geographical Information System
HSE	Health and Safety in Employment
IAW	In Accordance With
NZAAA	New Zealand Agricultural Aviation Association (A division of AIA)
NZHA	New Zealand Helicopter Association (A division of AIA)
PC	Personal Computer
QA	Quality Assurance
R & D	Research and Development
RMA	Resource Management Act 1991 and amendments
SMS	Safety Management System
SOP	Standard Operating Procedure
TALO	Take Off and Landing Area (Helicopters)
TFO	Tourist Flight Operators – a division of AIA

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1.6 Definitions

AIRCARE™	A brand owned by AIA
Accreditation	Confirmation that an Organisation has demonstrated compliance with selected rules and standards. For the purposes of AIRCARE™ Accreditation the rules and standards are those that appear or are referred to in this manual, the associated codes of practice and their appendices.
Aircraft	Fixed wing aeroplanes and helicopters.
Amenity Values	Those natural or physical qualities and characteristics of an area that contribute to people's appreciation of its pleasantness, aesthetic coherence, and cultural and recreational attributes.
Approved Pattern Tester	A person approved by the Fertiliser Quality Council to carry out spread pattern testing of agricultural aircraft according to Spreadmark™ standards.
AIRCARE™ Management Committee	AIRCARE™ Management Committee being a sub-committee of AIA Council.
Controlled	A document that is dated and can be tracked.
General Aviation	All aviation activity <i>other than</i> military and scheduled airline and regular cargo flights, both private and commercial.
Hazard	Something that has the potential to cause harm to a person, loss of or damage to equipment, property, the environment or cause a reduction in the ability to perform a prescribed function.
Occurrence	Any unplanned safety related event, including accidents and incidents that could impact the safety of guests, passengers, organisation personnel, equipment, property or the environment. In this manual whilst occurrences involving flight safety are referred to as occurrences or incidents, those relating to environmental safety are called events.

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Organisation	A General Aviation company that is participating in the AIRCARE™ Programme.
Quality Assurance (Quality Management)	The process of verifying or determining whether products or services meet or exceed customer expectations
Risk	The effect of uncertainty on objectives.
Safety	The state in which the possibility of harm to persons, property or the environment is reduced to and maintained at or below a level through a continuing process of hazard identification and safety risk management.
Safety Management System	The comprehensive system designed to manage the safety, health, environmental and general risk aspects of industry. An SMS is the specific application of <u>quality management</u> to safety.
Safety Officer	The person who manages the SMS Programme on behalf of the CEO.



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1.7 Document Control

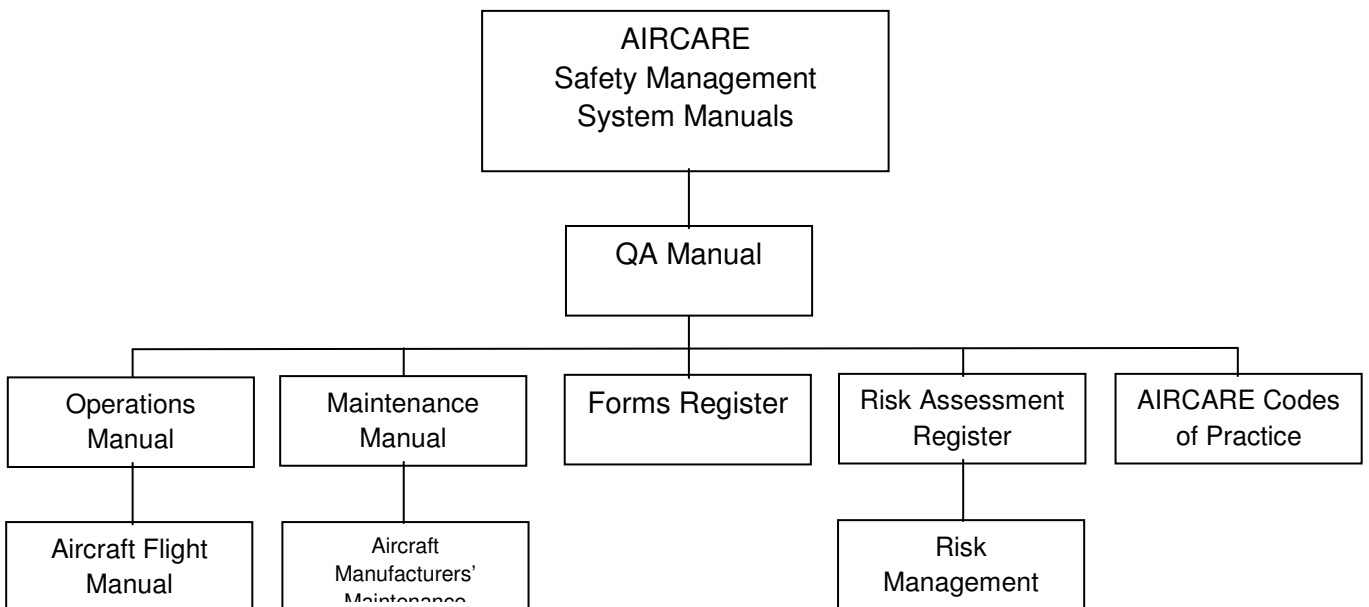
This manual shall be made available to members in electronic format as a .pdf document. Manual holders shall keep at least one copy in either electronic or printed format.

Part 1 of the SMS manual is intended to be a framework that organisations may use to develop their own SMS Manual. Accordingly manual holders are at liberty to make their own changes to Part 1.

Part 2 of the SMS Manual is a controlled document. Changes shall only be permitted by the substitution of pages authorised by the AIRCARE™ Management Committee and distributed to manual holders electronically in .pdf format. All manual holders, irrespective of whether their manual is kept in printed or electronic format, shall keep a record of amendments.

Each amendment action shall be recorded on the page titled RECORD OF AMENDMENTS and the LIST OF AFFECTED PAGES changed to reflect the issue dates of the new pages.

Following is an example of a manual hierarchy typical for a 137/135 Operator. Manual holders may consider changing this chart to reflect their own circumstances.



Amendment control procedures are incorporated into each of the above documents.

1.8 Scope

This SMS Manual is intended to fulfill two purposes and accordingly it is presented in two parts.

Part 1 details what aircraft owners and organisations can do to meet SMS requirements. It is the management system for managing safety in the air and on the ground. It is envisaged that organizations will add to this manual framework to include detail of their own structure and requirements. This management system embraces the following performance standard:

- Risk Management Standard NZS ISO 31000 (current issue)

Part 2 is the Safety Management System that is required to comply with the AIRCARE™ requirements. It details the rules and responsibilities for the AIRCARE™ Accreditation Programme. AIRCARE™ is the Safety Management System that sits above a number of codes of practice that have been adopted by different divisions of AIA. Each of these codes is a set of performance standards. Those codes currently include:

- NZS8409 Management of Agrichemicals (GROWSAFE® current issue)
- SPREADMARK™ Code of Practice – Aerial
- AIRCARE™ Code of Practice for Aerial Application of Vertebrate Toxic Agents
- AIRCARE™ Code of Practice for Noise Abatement
- AIRCARE™ Code of Practice for Flight Training
- Air Ambulance / Air SAR Standards
- AIRCARE™ Code of Practice for Fire Fighting

In terms of the RMA the first four codes are about managing discharges. Noise abatement is about preserving amenity values whilst Flight Training and Air Ambulance codes are performance standards and Fire Fighting is about performance and safety.

This Manual replaces the NZAAA QA Manual in its entirety, as and with effect from 30 September 2011.

The manual is intended to be used by General Aviation enterprises who are members of the Aviation Industry Association, however organizations who are not members of AIA may have access to the AIRCARE™ codes and accreditation processes in certain circumstances. These are detailed in 2.2

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1.9 NZ Legislation

This SMS Manual is intended to facilitate compliance with the CAA Act 1990 and Civil Aviation Rules, and other applicable legislation (which is referred to in the respective codes of practice).

The principles laid out in this manual or any of the codes of practice do not replace, repeal or override any laws (including statutes, regulations and rules), contractual common or otherwise that may be in force from time to time, nor do they prejudice any other remedies available to any party at common law.

Organisations need to have robust methods to ensure that they become aware of changes in laws and the effects that those changes may have on their operations.

1.10 Compliance

For the purposes of this manual the word “shall” refers to practices that are mandatory for compliance with the SMS Manual and the word “should” refers to practices that are advised, recommended or are industry best practice.

1.11 Referenced Documents

- Resource Management Act 1991 including the RM Amendment Act 2009
- AS/NZS ISO 31000 2009 Risk Management (Previously NZS 4360)
- Aerosafe Risk Management for Aviation 2011
- Navigatus Consulting Ltd GA Risk Matrix
- International Civil Aviation Organization Safety Management Manual (2nd edition (2008))

SMS MANUAL PART 2

1 Foreword

Aviation organisations in New Zealand are facing mounting pressure to improve their environmental performance. This pressure is coming from not only the public through the regulators, but from the customers as well.

Aviation practices have come under the spotlight for the impact they have on the environment. This pressure has led to, and continues to lead to various pieces of legislation that require aviation organisations to properly manage their environmental impact. A number of industry workshops have identified that environmental issues pose a significant threat to continued aircraft operations.

Consumer and political pressure in our export markets are leading to ever stricter standards, standards that New Zealand is required to comply with to access International markets.

This Programme provides the opportunity for aviation organisations to demonstrate their environmental responsibility. By participating in the AIRCARE™ Accreditation Programme they will be playing their part in protecting the environment and their industry for now and for future generations. The codes of practice that make up this Programme are accepted as industry best practice guidelines.

Organisations that become accredited to the standards that are not environmental are sending a clear signal of their determination to demonstrate their commitment to high standards of safety and performance.

The principles laid out in this manual or any of the codes of practice do not replace, repel or override any laws, contractual common or otherwise that may be in force, from time to time, nor do they prejudice any other remedies available to any party at common law.

AIRCARE™ Management Committee

2 Rules for AIRCARE™ accreditation

2.1 Requirements and Responsibilities Initial Issue

To be AIRCARE™ Accredited an Organisation shall:

- 1) Be a paid up financial member of AIA. Non member organisations may apply for accreditation as specified in para 2.2
- 2) Own an up to date copy of this SMS Manual complete with the applicable standards and Codes of Practice
- 3) Be the holder of a current Certificate issued IAW NZCAR's
- 4) Agree in writing to be bound by the rules for the time being of the AIA, to agree to the terms and conditions of this SMS Manual which will be incorporated into the terms of a contract between the AIA and the applicant, and to operate IAW the rules and standards detailed in this SMS Manual, applicable codes of practice and their appendices and to abide by any decision brought upon that organisation by the AIA, and to promptly pay all subscriptions, levies and audit fees struck from time to time by AIA
- 5) Demonstrate to an AIRCARE™ Auditor a satisfactory level of compliance with the rules and standards in this manual, the applicable codes of practice and their appendices
- 6) Demonstrate to an AIRCARE™ Auditor that the following four elements of an SMS relative to the size of the organisation, have been adopted by the organisation:
 - A Quality Assurance process
 - A procedure to identify hazards
 - A procedure to place controls on the hazards
 - A procedure to measure the effectiveness of those controls
- 7) Provide evidence (copies) to an AIRCARE™ Auditor that statistical returns required by CAA have been completed and forwarded to CAA for collation
- 8) Once accredited to an AIRCARE™ code of practice, an organisation is not permitted to undertake work covered by a different code for which it has not yet been accredited until it has received accreditation to that code. For example a helicopter organisation accredited to the NZAAA codes cannot convert its helicopter permanently to an air ambulance and operate as such until it has received accreditation to the Air Ambulance / Air SAR Standards. The reverse also applies. Note that the AIRCARE™ Management Committee has the discretion to authorise temporary approval for an organisation to undertake activities outside of the scope of its existing Accreditation.

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- 9) Any organisation that holds NZAAA Accreditation at the time AIRCARE™ is launched shall be audited and will demonstrate that it meets the requirements of the AIRCARE™ Accreditation Programme at its next routine audit or sooner if so desired. The AIRCARE™ brand shall not be used until the AIRCARE™ Audit has been successfully completed.

2.2 Access to Accreditation processes for non-members of AIA

AIA recognises that it is desirable that all aviation business belong to the Association however there are some businesses who wish to have access to certain codes and the associated accreditation processes without becoming members of this organisation.

In these circumstances businesses shall complete the Accreditation Agreement Form and pay the non member rates for access to the accreditation process.

AIRCARE™ is the brand owned by the AIA. It will not be available for use by non members thus the process for accreditation shall exclude the issue of the final AIRCARE™ certificate however it will include:

- The issue of an AIRCARE™ certificate for noise abatement training
- The issue of a non branded accreditation certificate under the signature of the AIA stating that the applicant company has passed an audit to the same standard as an AIRCARE™ Audit
- Access to the complaints and disputes resolution procedures detailed in this document
- Audits conducted by the AIRCARE™ auditor

The applicable fees for non members are detailed in this document and are set from time to time by the Advisory Council on recommendation from the AIRCARE™ Management Committee

2.3 Division Specific Applicable Standards

Division Specific Applicable Standards means the codes that are applicable to the type of work an organisation is engaged in.

The following diagram details what are the applicable standards and conditions for each AIA sector/division and to which they must be audited.

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	EMS	TFO	FLT TRG	NZAAA	NZHA	AEANZ
Engineering						Y
Noise Abatement	Y	Y	Y	Y	Y	
AA/AR	Y					
Flight Training			Y			
GROWSAFE®				Y*		
SPREADMARK™				Y*		
Vertebrate Toxic Agents				Y*		
Fire Fighting	Y*			Y*	Y*	
Part 2 of this manual	Y	Y	Y	Y	Y	Y

* = subject to these activities being undertaken

The diagram above shows the minimum standards each division shall comply with to achieve Accreditation. One of the challenges this programme presents is that some aircraft are capable of carrying out many different roles. Helicopters for example can carry out at least 30 roles. Those organisations joining this Programme are entitled to use the brand on their aircraft and equipment once they have been awarded Accreditation. The brand is the same for each code that the organisation adopts. It is possible for one organisation to become accredited to all standards.

2.4 Accreditation Process

Any organisation seeking to apply for AIRCARE™ Accreditation shall apply to the CEO AIA on the form shown at Annex A enclosing the audit application fee. Following the audit, and irrespective of whether or not the organisation is accredited, the organisation shall be invoiced by the auditor for time and expenses, in accordance with their terms and conditions.

In making the assessment of an organisation the AIRCARE™ Auditor is required to use a checklist that has been approved by the AIRCARE™ Management Committee. This checklist shall be made available to the candidate upon request. If any findings are raised at this initial audit, the applicant organisation has three months to address the findings. Failure to do so shall oblige that organisation to remit another application fee and undergo a further audit.

Following the audit the recommendation by the AIRCARE™ Auditor shall be forwarded to the AIA CEO in the first instance. The AIA CEO shall contact the relevant division(s) by emailing the auditor's recommendation to each committee member, the divisional Executive Officer (if applicable) and the AIRCARE™ Management Committee.

It is the relevant divisional committee that shall have the final choice as to whether or not a recommendation from the AIRCARE™ Auditor is accepted. The committees shall not withhold accreditation unreasonably.

In arriving at their decision, the committees shall consider the following criteria:

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- The auditor's recommendation
- The organisation's past record of environmental responsibility

At the completion of these audits the auditor shall give the organisation a duplicate copy of the audit report that shall be filed in the organisation's QA Programme file along with the corrective/preventative actions determined by any audit findings. The auditor shall keep the other report copy on file for a period of five years and shall make it available to the AIRCARE™ Management Committee if called upon to do so as part of an investigation. Audit reports are otherwise confidential.

2.5 Decision Making Power of the Divisional Committees

Upon receipt of an accreditation recommendation from an AIRCARE™ Auditor, the divisional committee, after making such further inquiries as it thinks fit, shall:-

- 1) Award AIRCARE™ Accreditation by advising the AIA CEO to issue an Accreditation certificate in the relevant categories, or
- 2) Defer a decision, call for further written reports or written submissions from any person, and then, if satisfied that the criteria have been met, award accreditation; or
- 3) Determine to conduct a formal review on the application; or
- 4) Decline to award Accreditation
- 5) Advise the AIRCARE™ Management Committee of its decision

2.6 Avoidance of Conflict of Interest

No member of any committee considering an application for accreditation, renewal, withdrawal or withholding of any such certificate shall consider any application where he or she:-

- 1) Is a business competitor domiciled within a radius of 150 km of the applicant's base(s), or
- 2) Subject to (3) below, has a current business relationship of any type with the applicant that has not been formally declared and is accepted as not being inappropriate by every member of the committee, or
- 3) Has had any type or form of previous relationship with the applicant, which in the opinion of not less than one quarter of the committee considering the application, is of such significance that it should disqualify that person from exercising any decision making or recommendatory power in that particular application.

2.7 Certificate Issue

The AIA CEO shall issue each successful applicant for Accreditation with an AIRCARE™ Accreditation Certificate. Subject to these terms and conditions, Accreditation will continue until the expiry date referenced on the certificate. The certificate shall detail the types of activity that the Accreditation covers. This certificate shall be valid for one year from date of audit in the case of initial accreditation or a period up to three years upon the recommendation of the auditor for subsequent renewals, provided that the certificate is not withdrawn or cancelled earlier by AIA. Note that this does not prevent AIA Council withdrawing accreditation as a disciplinary measure as detailed in Section 6.

The successful applicant must not alter, modify, deface or destroy the certificate. Subject to these terms and conditions, the successful applicant may publicise the fact that accreditation has been granted and use the certificate as evidence of accreditation. The successful applicant may copy the certificate provided that each copy is clearly identified as a copy. The original and any copies of the certificate shall remain the property of the AIA and shall be returned immediately if requested by the AIA or if accreditation is withdrawn or suspended. The certificate does not imply that any accreditation is approved by any Government or other Authority

2.8 Conditions for use of the AIRCARE™ Brand

The CEO shall grant the successful applicant (who is a member of AIA) rights under licence to use the AIRCARE™ logo, this being the trade mark brand belonging to

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AIA. The brand can be used to publicise accreditation. An accredited organisation may use the brand to have its aircraft, support vehicles, hangars, website and stationery printed with the logo.

The successful applicant must not:

- (a) engage in any conduct which might mislead, deceive or confuse any person in relation to; or
- (b) otherwise misrepresent the nature, status, scope or effect of its accreditation by the AIA

In the event accreditation lapses or is suspended, withdrawn or cancelled, all advertising using the brand shall be removed forthwith, and in any event within five business days of the lapse or withdrawal. Failure to carry out this requirement shall involve the organisation in enforcement proceedings.

An organisation that has not successfully completed the accreditation process detailed here may not use the AIRCARE™ logo under any circumstances.

2.9 AIRCARE™ Management Committee Responsibilities

The AIRCARE™ Management Committee is appointed, after nominations have been received by the AIA Advisory Council, for a period of two years with the first period commencing 01.11.11. The AIRCARE™ Management Committee's role is to:

- 1) Manage the risks that the AIRCARE™ Programme brings to AIA and its members
- 2) Have oversight of the AIRCARE™ Programme
- 3) Authorise amendments to this SMS Manual
- 4) Approve audit checklists
- 5) Authorise temporary approvals IAW Section 2.1.8
- 6) Receive auditor's recommendations from the CEO via the Divisional Committees and assess in accordance with 1) above
- 7) Access audit information provided it is required for an investigation IAW Section 10.1
- 8) Receive accreditation recommendations from Divisional Committees IAW Section 2.4
- 9) Assess company ownership changes and continued AIRCARE™ status IAW Section 5.
- 10) Appoint audit providers IAW Section 7
- 11) Monitor auditor performance IAW Section 7.1

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- 12) Assess new rules and standards for integrity and risk to AIA and its members. The relevant AIA division/sectors shall develop their standards.
- 13) Assess Event Notifications that are received by AIA IAW Section 10.1
- 14) Appoint Investigation Committees IAW Section 10.2
- 15) Assess investigation reports that are received from Divisional Committees IAW 1) above and take recommendations to council in respect of investigations
- 16) Regularly report to the Advisory Council and Governance Board on the performance of the AIRCARE™ Programme

2.10 Transition Arrangements

2.10.1 Existing accredited organisations

- 1) Those Organisations who hold Accreditation under any earlier accreditation programmes (e.g. NZAAA Accreditation) can elect to either leave their accreditation renewal until its routine renewal or may complete the Noise Abatement component of AIRCARE™ prior to their renewal. In the latter case those organisations could then use the AIRCARE™ brand as from the date that the AIA confirms the Accreditation for the Noise Abatement component of AIRCARE™.
- 2) Any organisation that holds Air Ambulance/Air Rescue Accreditation at the time the AIRCARE™ Accreditation is launched shall be audited and shall demonstrate that it meets the requirements of the AIRCARE™ Accreditation Programme at its next routine audit or sooner if so desired, failure to do so will cause its accreditation to lapse on the scheduled renewal date. The AIRCARE™ brand shall not be used until the AIRCARE™ Audit has been successfully completed.
- 3) Those organisations already holding accreditation shall satisfy the AIRCARE™ Accreditation Audit at their next routine audit.
- 4) Existing accredited organisations are not required by Section 2.6 to hold accreditation for just one year but may be permitted to renew for up to three years at the discretion of the auditor.

2.10.2 Organisations undergoing accreditation for the first time

- 1) From 1st October 2011 all organisations seeking accreditation shall do so under the AIRCARE™ Programme.

3 Routine Audits - Re-Issue

Notwithstanding the audit requirements of other AIRCARE™ codes of practice included in the programme, AIRCARE™ requires that each of its accredited organisations shall have an AIRCARE™ Audit prior to the re-issue of its accreditation certificate. In carrying out this audit, the AIRCARE™ Auditor shall use the approved checklist and shall satisfy himself that the standard for initial issue of the Accreditation Certificate is at least being maintained, preferably improved. He shall pay particular attention to the effectiveness of the organisation's management systems and assess the effectiveness of the organisation's measurement of risk, control of risk and measurement of control effectiveness recorded therein. The process for certificate re-issue shall be the same as for initial issue. The expiry date of this certificate shall be a period of one to three years after the expiration date of the previous certificate, depending upon the recommendation of the auditor and the deliberations of the Divisional Committee. The fee for AIRCARE™ Accreditation Re-issue Audits shall be the same as for the initial audit.

Organisations seeking re-accreditation may have their Routine Audit up to three months before or one month after their accreditation anniversary. Any findings raised shall be addressed within one month of the audit or their accreditation anniversary, whichever is the lesser time. Failure to do so shall oblige that organisation to remit another application fee and undergo a further audit, or forfeit accreditation.

4 Action in the Event Accreditation Certificate is withheld

If the applicant company is refused accreditation, the applicant may re-apply for accreditation once the shortcomings have been addressed. This application shall be made in the same way as initial application was made. i.e. by completing the AIRCARE™ Accreditation Application Agreement Form. The AIRCARE™ Auditor shall then be required to re-assess the applicant. In doing so, the auditor may exercise their discretion as to whether or not another full audit is required. Following the re-audit, they shall again make their recommendation and the Divisional Committee shall re-assess their findings and issue the certificate if appropriate.

5 Organisation Change of Ownership, and other changes

Where an AIRCARE™ Accredited organisation sells or disposes of all or part of the operation, the new owners shall make application to the AIRCARE™ Management Committee for the Accreditation to continue until the due date for renewal. In considering this application the AIRCARE™ Management Committee shall consider the following:

- Personnel changes, including the senior persons, in the new organisation



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- Advice from the AIRCARE™ Auditor
- Any factual information relevant to the change in ownership status

In the event that the AIRCARE™ Management Committee decision is to decline Accreditation, the new organisation shall be requested to apply for re-issue of AIRCARE™ Accreditation.

Where an AIRCARE™ Accredited organisation purchases another organisation, unless that organisation was already accredited in its own right, the overall organisation must satisfy the AIRCARE™ Management Committee that the new combined organisation meets the standards required to hold accreditation. At the discretion of the AIRCARE™ Management Committee, the organisation may be required to undergo another audit at its own expense to establish the compliance of the new combined operation. It is not the intent of this programme to disrupt business continuity in any way and accordingly it is highly recommended that when businesses are to change hands that the AIRCARE™ Management Committee is kept abreast of developments in a timely fashion.

The applicant must promptly inform the AIA of any change in its operations or structure or premises or facilities or service that is likely to substantially or materially affect its accreditation. Dependent on these changes, the AIA will determine whether another audit is required, and will notify the applicant of its decision.

6 Action in the Event Accreditation Certificate is Withdrawn or suspended

The only body that can withdraw an organisation's Accreditation Certificate is the AIA Advisory Council on the advice of the Investigating Committee appointed by the AIRCARE™ Management Committee. In reaching the decision to withdraw a certificate the Council shall consider the following:

- a) The organisation's past event history determined from the organisation file at AIA Office or elsewhere
- b) The quantity of services provided as determined from the organisation's statistical returns
- c) The severity of the event or combination of events that bring the organisation's certificate under review as determined by an onsite investigation
- d) The degree of negligence (if any) shown by the organisation as determined by industry best practice
- e) The actions the organisation takes to rectify any third party damage caused by its actions in both the event under review and all earlier events (if any) as determined by the investigation which, in this respect, shall include testimony from both the organisation and those affected by its actions

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AIA may suspend the Accredited Operator's Accreditation with immediate effect by giving notice to the Accredited Operator, if AIA reasonably believes that accreditation is no longer appropriate. If the successful applicant's Accreditation is suspended:

- (a) AIA must, within 30 days of notifying the applicant of the suspension, provide the Accredited Operator information outlining the steps that need to be taken by the Accredited Operator to enable the suspension to be lifted;
- (b) the Accredited Operator must immediately take all steps necessary to enable the suspension of its Accreditation to be lifted; and
- (c) the Accredited Operator must take all steps reasonably required by AIA to prevent the public being misled or otherwise harmed.

If AIA is satisfied with the remedial action taken by the applicant, AIA may lift the suspension of Accreditation by notifying the Accredited Operator.

AIA may cancel any Accredited Operator's Accreditation with immediate effect by giving notice to the Accredited Operator if its Accreditation has remained suspended for a period of more than 90 days.

If any Accredited Operator's Accreditation expires or is cancelled the relevant Accredited Operator must immediately:

- (i) pay to AIA all amounts due but unpaid by the Accredited Operator;
- (ii) cease using any certificate licensed in connection with the Accreditation;
- (iii) withdraw from public display and return to AIA, as required by AIA, the original and all copies of the certificate;
- (iv) cease all advertising, promotions or other publication of the fact of Accreditation;
- (v) take any steps reasonably required by AIA to notify staff, customers and suppliers of the expiry or cancellation of the Accreditation;
- (vi) take steps to re-paint or redecorate signage or other parts of the Accredited Operator's premises and promotional and advertising media to remove the references to Accreditation; and
- (vii) stop using AIA confidential information and, at AIA's option, return to AIA, or destroy and certify in writing to AIA the destruction of, all AIA confidential information, and take all other necessary steps to ensure that

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third parties are not misled to believe that the Accreditation has not expired or been cancelled or withdrawn.

Following any suspension to the Organisation's Accreditation Certificate imposed by the AIA Council, the affected organisation has the right to re-apply for Accreditation. The application shall be treated IAW the conditions detailed in Section 3 Routine Audits – Re-issue.

7 Appointment of Auditors

The AIRCARE™ Management Committee shall appoint AIRCARE™ Auditors. In selecting auditors, the committee shall give precedence to applicants for that role who are qualified to carry out other audit requirements of the applicant organisations in an effort to minimise the audit costs and time commitments to organisations requiring an audit. Other requirements for an AIRCARE™ Auditor are:

- a) To have successfully completed a lead auditor's course, and
- b) To have an understanding of the issues involved in the applicant company's operations

To protect the value of the AIRCARE™ brand, a specialist auditing company shall be contracted to provide auditing services for this programme.

7.1 Verification of Auditing Standards

In order that AIRCARE™ Management Committee and interested organisations can be assured that an AIRCARE™ Auditor is performing satisfactorily, the audit company shall be required to provide verification from its own resources at periods not exceeding three years throughout the time that their contract runs.

8 Quality and SMS System

Each organisation seeking accreditation shall demonstrate to the AIRCARE™ Auditor that it has the following elements of an SMS in place:

- A Quality Assurance process
- A procedure to identify hazards
- A procedure to place controls on the hazards
- A procedure to measure the effectiveness of those controls

It is appreciated that some organisations will already be running a formal Quality Management System IAW their CAA Operating Certificate. Those organisations shall continue to use that system but incorporate the requirements of the AIRCARE™ Safety Management System Programme into it. Those organisations that do not have a formal QA system in place shall use the following guidance to meet that requirement. This shall include:-

- A Quality and Safety Policy



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- Quality Indicators
- A Recording System
- Documented Corrective Action
- Documented Preventative Action
- Documented Internal Audit Programme
- Documented Management Reviews
- Documented process to measure the effectiveness of QA Programme

8.1 Quality Policy

Each organisation shall provide a written Quality Policy statement. This statement should explain what the organisation wants to achieve in respect to quality and how it shall be achieved. (See Example Annex G)

8.2 Quality Indicators

The following are examples of Quality Indicators. This list may be regarded as the minimum requirement. Any of the following occurrences shall be recorded:

- Complaints and concerns from customers
- Complaints and concerns from the public
- Occurrences and accidents in all facets of the business
- Complaints and concerns from staff
- Comments from the pilot check and training organisation/person
- Compliments from customers, staff or the public
- Audit findings
- Deviations from AIRCARE™ codes of practice
- Insurance claims

8.3 Recording System

The key to a successful QA Programme is the recording system. This does not necessarily have to be elaborate. Whatever method is used it shall provide the evidence that an auditor needs to determine whether the quality and safety policies are active and effective.

An example of a recording form that meets the requirements appears as Annex C. It has places to record corrective action, preventative action, the results of the internal audits and the results of the management review. In any case, the recording system shall include a file where all corrective and preventative actions are filed along with the results of all audits and management reviews. All staff shall be required to use these forms to report hazard identification and record occurrences/defects/concerns/complaints and compliments.

8.4 Corrective Actions

In this section the actions taken to correct the occurrence or concern must be recorded. This should be kept brief. It is better after all to direct attention to correcting the problem rather than writing pages of what the corrective action was.

8.5 Preventative Action

In this section, the action taken to prevent a re-occurrence shall be recorded, the amount of detail being consistent with the nature of the defect or occurrence.

8.6 Internal Audit

An internal audit should not be confused with either the AIRCARE™ audits or CAA Audits. Both of those are external audits that are carried out to assure external organisations that certain standards are being met. On the other hand, internal audits are carried out to satisfy the *organisation* that standards are being met. To meet the internal auditing requirement of the quality assurance programme used for both CAA and AIRCARE™, organisations shall appoint a person to carry out internal audits to confirm that continuing compliance with the rules and standards is achieved. Depending on the size of the organisation, this person could be the CEO, Chief Pilot or any person the organisation chooses to hire for the task. The internal auditor is responsible to record the date of the audit in the QA Programme file along with any findings they raise. Internal Audits shall be carried out at no more than six monthly intervals.

8.7 Management Review

The Management Review process means that the CEO of the organisation shall carry out their own check on the entire QA Programme to ensure that the Programme is being carried out correctly, meets the requirements for accreditation as detailed above, and who follows through the various corrective/preventative actions to see that they are achieving the high standard of quality required for accreditation. From their perspective, a recurring defect identified by the programme would indicate that the corrective/preventative actions for that defect were inappropriate and it is their responsibility to rectify the problem by modifying the corrective/preventative action.

Management Reviews shall take place immediately following each internal audit and/or as scheduled and shall be recorded in the QA Programme file.

8.8 Safety Management System

The whole point of SMS is to anticipate failures in the system *before* they happen and become occurrences /accidents. Once the process of identifying hazards and assessing their risk has been effectively developed, organisations should see the number and severity of occurrences reduce. Under SMS, all the elements of QMS remain.

9 Rules and Standards

The rules and standards that have been adopted by the AIRCARE™ Management Committee and to which this manual refers are:

- 1 NZS8409:2004 Management of Agrichemicals (GROWSAFE®)
- 2 SPREADMARK™ Code of Practice - Aerial
- 3 AIRCARE™ Code of Practice – Discharges - Vertebrate Toxic Agents
- 4 AIRCARE™ Code of Practice - Amenity Values – Noise Abatement
- 5 AIRCARE™ Code of Practice – Fire Fighting
- 6 AIRCARE™ Code of Practice – Flight Training
- 7 Air Ambulance / Air SAR Standards

AIRCARE™ Accreditation Audits measure compliance with all or some of the above. (Refer Part 2 Section 2.2) CAA Audit reports for both CAA Rule compliance and HSE compliance shall be made available to the AIRCARE™ Auditor upon request.

10 Events

10.1 Event Notification

AIRCARE™ accredited organisations shall report to AIA any occurrence where a deviation from an AIRCARE™ code of practice has occurred. In all cases the event should have already been recorded in the organisation's QA Programme requirements IAW Para 8.2. A copy of that report including corrective and preventative actions shall be sent to AIA.

Note that these are not usually the same incidents as an organisation reports to CAA under CAR Part 12. Those are incidents where flight safety has or might have been compromised whereas the ones required by this section are when environmental safety has or might have been compromised. Examples of reportable incidents are:

- A deviation from an agreed flight path under noise abatement guidelines
- Suspected chemical trespass
- A suspected non-consented discharge into water

On receipt of this notification, or if it is notified by a third party, AIA Office shall communicate with the AIRCARE™ Management Committee whose responsibility it is to decide whether or not to mount an investigation. If the nature of the incident dictates that an investigation should take place, the AIRCARE™ Management Committee shall appoint an Investigating Committee to investigate it.

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Events may also be reported to AIA by regulators, and other industry organisations and third parties. This manual does not imply that environmental safety should take precedence over flight safety.

10.2 Investigating Committee

When appointing an Investigating Committee the AIRCARE™ Management Committee shall appoint three persons including an independent + their Divisional Executive Officer (if applicable) who shall carry out the investigation for which they have been selected. In selecting the three persons, consideration shall be given to avoid any conflict of interest and the selection is to include persons who have expertise in the type of activity giving rise to the event. Any Investigating Committee established shall report to the AIRCARE™ Management Committee who in turn shall bring its recommendation to the relevant division for endorsement before the recommendation goes to AIA Advisory Council for final approval.

The Investigative Committee has the power to co-opt specialists (e.g. pilots, chemical, noise and health experts to assist as necessary) Any such person co-opted shall have the right to speak and discuss the topic, but unless he or she is also a committee member, a person so co-opted, shall have no right to exercise a vote.

The organisation that is being investigated is required to meet the direct costs of the investigation. Typically this will involve paying for travel, accommodation and the fees and disbursements of any specialists that are utilised.

Each Investigative Committee shall, on its first meeting, elect a Chairman. Following consideration of the material placed before it by any person who has a proper interest in the proceedings, and the organisation or its representative, the Investigative Committee recommends to the AIRCARE™ Management Committee: -

- 1) No action be taken; or
- 2) A formal written warning be issued; or
- 3) Recommend withdrawing the organisation's AIRCARE™ Accreditation under these provisions.

The AIA CEO shall notify the subject organisation of the Council's decision and the reasons for that decision in writing within two weeks of the investigation being completed.

10.3 Appeal Rights

Any organisation dissatisfied with the decision may, within ten working days of receipt of the written decision, by letter addressed to the AIA President, request that it be heard in front of the AIA Advisory Council. That hearing shall normally be held at the next regular AIA Advisory Council Meeting. The organisation may represent itself at the hearing, or appear by agent or council. Any other person may, at the request of the AIA Advisory Council, also attend, but shall have no right to vote.



10.4 Hearings

Subject to the law of New Zealand, AIA Advisory Council and any Committee of the AIA may regulate its meeting and hearings procedures in such a manner as it thinks fit.

11 Research and Development

AIA is committed to its members delivering quality services. Accordingly, the AIA Advisory Council shall use its resources to fund research and development that benefits both the members and the customers. This R & D initiative is a vital component in keeping the industry at the leading edge of technology. Whilst much expertise already exists within New Zealand, the Advisory Council should also investigate the option of using foreign personnel from time to time in an effort to ensure that the AIA is keeping abreast of international technology.

Funding for R & D should come from member's subscriptions, special levies, government funding or sponsorship.

12 Liability and Litigation

AIA is required to hold an insurance cover to protect itself, the elective committees and the investigative committees against any legal action which might arise as a consequence of carrying out the provisions of this manual.

Accredited Operators should maintain the following insurance cover:

- \$1 million public liability insurance;
- \$1 million fire suppression insurance (under Forest & Rural Fires Act 1977);
and
- \$5,000,000 statutory liability insurance.

13 Continuing Professional Development (CPD)

AIA encourages continuing professional development and shall reward those organisations who strive for excellence. Those organisations that so desire to voluntarily commit to a higher level of compliance than this programme currently requires may have their CEO and Safety Officer complete a Diploma in Risk Management or Safety Management Systems or Regulatory Oversight and Governance. Upon providing evidence of the relevant personnel qualifying in any of these diploma courses, those organisations shall be awarded AIRCARE™ Elite status.

As all elements of SMS are adopted by organisations, CPD will be developed as the measure for accreditation renewal periods to be reviewed. See Annex H for details.

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Persons who are not employed by an aviation organisation may choose to gain a qualification that is issued IAW the AIRCARE™ Programme to enable them to demonstrate their commitment to best practice without the burden of becoming Accredited. For example a private pilot or private owner may choose to qualify as an AIRCARE Pilot by successfully passing the assessment on Noise Abatement.



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14 SECTOR/DIVISION SPECIFIC SECTION

14.1 NZAAA

14.1.1 Initial Issue of Accreditation

To be AIRCARE™ Accredited in Agricultural Operations an organisation shall:

- 1) Satisfy the requirements in Section 1.1
- 2) Demonstrate to an AIRCARE™ Auditor that base(s) meet the environmental standards as detailed in the relevant codes of practice. (See 4,5,6 below)
- 3) Provide evidence to an AIRCARE™ Auditor that Chemical Liability Insurance to the value of at least \$250,000 is held and that Public Liability Insurance of at least \$5,000,000 is held.
- 4) Shall hold GROWSAFE® Accreditation if it applies or intends to apply any liquid formulations. (Note that the GROWSAFE® audit requirement shall normally be met at the same time as AIRCARE™ Accreditation audit)
- 5) Shall hold SPREADMARK™ Certification – Aerial if it is the intention to apply any solid fertiliser formulations.
- 6) Shall hold VTA Accreditation if it is the intention to apply poisoned baits.
- 7) Provide evidence that when applying fertiliser, agrichemicals or VTA, GPS plots of these operations are kept for a period of not less than two years.
- 8) For the issue of accreditation in any category the applicant shall:
 - (I) Have a chief pilot, or grade 1 pilot, who has undertaken a minimum of 100 hours' productive hours in that category of operations, or,
 - (II) A chief pilot, or grade 1 pilot, who has undertaken a minimum of 20 hours' productive in that category of operations subject to;
 - a) Client testimonials confirming compliance and competency in operations undertaken for them in the same category
 - b) No serious incidents/occurrences during operations in the same category
 - c) Producing GPS data to show compliance and competence in operations of the same category
 - d) Evidence to show the Chief Pilot, or grade 1 shall be directly supervising operations of the same category

Notes

1. For VTA application productive hours do not include time on pre-feed operations
2. Testimonials confirming compliance shall be written and include details identifying the person providing the testimonial and their credentials
3. Direct supervision means that the supervisor is on site supervising the pilot or flying on the same operation

14.1.2 Flight Safety and Third Party Risk

In October 2002 the incumbent Director of Civil Aviation wrote to NZAAA and detailed conditions for protecting the interests of third parties when agricultural operations were taking place in the proximity of dwellings. NZAAA has adopted these conditions as industry best practice and organisations shall abide by them. The letter reads:

“The following details the manner in which agricultural operations may take place in non-congested areas. For the purpose of agricultural operations, a non-congested area is a non-populous area.

It is recognised that agricultural operations under 500’ should not compromise the safety of persons or property on the ground and that where possible, operations in the vicinity of dwellings should be avoided.

It is also recognised that agricultural aircraft may, from time to time, be required to operate in close proximity to dwellings. Such activities are permitted in accordance with CAR Part 137.63 provided no hazard is created to persons or property on the ground.

The following are guidelines to permit agricultural operations to take place in close proximity to dwellings in a manner that does not create a hazard to persons or property on the ground.

- a) CAR Part 137.63 must be complied with, and
- b) The aircraft maintains a minimum height over the dwelling of 100 feet, and
- c) The angle of bank does not exceed 20 degrees whilst in the proximity of the dwelling, and
- d) The minimum speed to be maintained is 1.4Vs. in the case of aeroplanes and translational flight in the case of helicopters, and
- e) The dwelling can be avoided in the case of engine failure.

Notwithstanding the above, agricultural operations should be conducted so as to create a minimum of disturbance to persons on the ground (e.g. noise, drift). Where it is necessary to work in close proximity to dwellings it is highly recommended that the occupants are notified of that intention.

The forgoing recognises the intensive training that a pilot must undergo to qualify as an agricultural pilot.”

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14.1.3 Warranty

All agricultural work carried out by AIRCARE™ Accredited Agricultural Organisations shall carry a guarantee covering flying performance. The effectiveness of herbicides, insecticides, fungicides, fertilisers and all products applied by an organisation are expressly excluded from this warranty unless it can be shown beyond reasonable doubt that the standard of application was the sole cause for the ineffectiveness of the product. This warranty covers the cost of re-application of the material only. Organisations are not responsible for replacing products applied.

The organisation shall resolve any disputes arising from this clause in the first instance. If the organisation is unable to resolve the dispute it shall advise the client of the existence of the conciliation facilities provided by NZAAA.

In the event NZAAA is asked to conciliate in a dispute between an Accredited organisation and a client, the Chairman of NZAAA shall arrange for two members of the NZAAA Executive, assisted by an external consultant or advisor to investigate the complaint/dispute and to resolve the matter either directly with the client concerned or through an agent whom the client appoints. If resolution is not possible, then the parties agree the matter is to be determined by a majority decision of the NZAAA Executive Committee, whose decision in the matter shall be final and binding

Where any warranty work is to be carried out, the organisation's liability shall not exceed the cost of re-application.

The cost of NZAAA conciliation shall be met by the organisation involved.

14.1.4 Equipment

No AIRCARE™ Accredited Agricultural Organisation shall operate an aircraft which does not meet the maintenance requirements determined by Civil Aviation Rules in force at the time, neither shall ground support vehicles be operated unless they comply with the requirements of the Land Transport Safety Authority, and all other mandatory legal requirements.

In respect to calibration and pattern distribution, each AIRCARE™ Accredited Agricultural Organisation must be able to deliver on demand, a certified graph showing the distribution pattern of all of its distribution equipment currently in use.

d



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To satisfy the Spreadmark requirements operators shall comply with the Spreadmark Code of Practice as follows:

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Spreadmark	Self	Spreadmark	Self	Self	Self
			Auditor Discretion	Auditor Discretion	Auditor Discretion

If called upon to do so, operators need to provide evidence that spreading equipment remains unchanged from the time it was originally pattern tested.

When an organisation utilises more than one identical piece of spreading equipment, the pattern testing requirements can be met by testing just one item.

14.1.5 Airstrips and Helipads

It is the responsibility of each NZAAA Accredited Organisation to ensure that airstrips and helipads used by its aircraft meet the minimum requirements as detailed in Annex NZAAA 1. In carrying out this requirement, it may choose to delegate the responsibility to its pilots.

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14.1.6 ANNEX NZAAA 1

AIRSTRIPS AND HELIPAD STANDARDS

1 AIRSTRIPS

The following standards should apply to all airstrips used by NZAAA Accredited organisations whilst operating single engined agricultural aircraft. Refer also to Best Practice Guideline “Farm Airstrips and Associated Fertiliser Cartage, Storage and Application” from CAA.

1.1 LENGTH

An airstrip must be sufficiently long to permit the type of aircraft using it to be able to be in controlled flight at the threshold under the following conditions: -

- a) The aircraft is carrying its full legal load permitted under CAR Part 137
- b) The aircraft is carrying fuel for 1.5 hours
- c) Nil wind conditions
- d) International Standard Atmosphere (ISA) conditions

1.2 SLOPE

Maximum slope shall not exceed 1 in 5 (20%)

1.3 WIDTH

The minimum width of the runway itself should be not less than 15 metres.

1.4 SIDE CLEARANCES

The desired airstrip width is 40 metres with a minimum of 30 metres if terrain or other obstacles make 40 metres unobtainable. The whole of the defined area of the airstrip should be suitably prepared for the needs of the aircraft that are expected to use it.

For the purposes of this requirement the side clearances may be sloped from the edge of the runway to a maximum slope of 1 in 10 (10%)



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1.5 END CLEARANCE

1.5.1 Take Off

The Take off path shall be unobstructed at a gradient of 1 in 30 (3.3%) No fence shall be in the take off path for a distance of 185 metres from the end of the strip.

1.5.2 Landing

As far as is practicable, the overshoot area of the strip shall be unobstructed by the fertiliser bin or any other structure.

1.6 SURFACE

Airstrip surfaces shall be smooth over the full area. The definition of smooth is that the airstrip is capable of being driven over in a motorcar at 80 kph in reasonable comfort.

1.7 LOADING AREA

The minimum loading area shall be 40 metres square, sloped to shed water away from the airstrip. The surface should be hard and smooth.

The loading area shall be secured against unwanted stock and visitors. Signs warning of loading operations shall be displayed at the end of the airstrip access road whilst the airstrip is in use.

1.8 FENCING

The airstrip and loading area shall be completely fenced so that stock can be reliably excluded. If the airstrip is contained within a larger well fenced paddock the area must be free of places where stock can be obscured from the pilot's view. e.g. gullies, bush etc. This will permit a reliable aerial inspection to determine that no stock are present in the paddock.

Any fence situated at the take off end of the airstrip shall be placed so that the top wire of the fence is at least one metre below the airstrip surface.

1.7 FERTILISER BINS

The main requirement for any solid fertiliser storage facility used is to keep the fertiliser in a free flowing condition. Avoidance of the fertiliser becoming wet or otherwise contaminated with foreign material is paramount. The facility should also be designed such that the fertiliser can be extracted using the conventional loading buckets currently in use.

The minimum design features of such a facility include:



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- Water/weather proof (i.e. with a tarpaulin, roof and doors/shutters)
- Concrete floor which includes a damp course to prevent moisture entry
- A barrier at the facility entrance to prevent stock from entering

Further recommended features:

- Concrete walls or equivalent structures that prevent moisture entry and are structurally suitable to contain the fertiliser while being loaded with current bucket loaders
- A recommended bin width of 5.5m – (to suit the dimensions of commonly used loading equipment)

1.8 ACCESS TRACKS

The slope, surface and camber of the access track to the airstrip shall be suitable for the safe carriage of a four-axle truck, either empty or fully loaded.

1.9 WIND INDICATOR

A reliable wind indicator shall be erected when the airstrip is in use. Ideally, this wind indicator shall be positioned mid-way along the airstrip unless local knowledge suggests a better position. In any event the wind indicator must be able to indicate the direction and strength of the wind to a pilot during the take-off and approach phases of flight.

1.11 AIRSTRIP REPORT

In order to maintain the standards detailed in this part of the SMS Manual and to assist in the application of the HSE Act, where a hazard has been identified, an airstrip and bin report form is to be prepared by the pilot and driver and submitted to the airstrip owner on the completion of each job. This form, a copy of which appears overleaf shall be completed in ink and in duplicate and the organisation is responsible to hold the duplicate copies on file at the organisation's base.



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ANNEX NZAAA 1A AIRSTRIP RISK CHECKS

Date: Airfield Owner/ Occupier Name:.....

.....

Pilot Name: Loader Name:.....

Aircraft Type:..... Aircraft Reg: **ZK**.....

Airstrip Position: Job Number.....

Item Checked	OK	Not OK
Comments		
Runway approach/takeoff paths safe		
Runway length/slope satisfactory		
Runway width satisfactory		
Runway surface satisfactory		
Braking action satisfactory		
Wind Indicator satisfactory		
Fencing/obstacle/wire clearance satisfactory		
Weather satisfactory for the contract job		
Load Checks		
Aircraft load – adjusted for conditions		
Material flow checks satisfactory		
Job Hazard Briefs		
Runway hazard brief from owner received		
Job hazard brief received from Principal		

Pilot Signature.....

Date/Time

Hand to loader/driver for retention.

Loader/driver to file with the Organisation’s Quality Manager or other delegated person on return to home base.



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2. HELIPADS

The following standards should apply to all helipads used by NZAAA Accredited Organisations whilst operating either turbine or piston engined helicopters on aerial agricultural operations.

2.1 DIMENSIONS

2.1.1 TALO shall be large enough to accommodate at least 75% of the helicopter skids along the helicopter's longitudinal axis and wide enough to accommodate the skids. In the case of helicopters with wheeled undercarriages, the TALO shall be a minimum area of 120% of the dimensions of the helicopter's undercarriage in both longitudinal and lateral axis provided that the helicopter is fitted with wheel brakes and they are used.

2.1.2 The helipad shall be a minimum diameter of 150% of the helicopter's overall length.

2.2 SLOPE

The maximum slope in any direction shall not exceed 1 in 10 (10% or 9 degrees) unless the helicopter flight manual specifies less in which case the maximum slope specified in the flight manual shall be complied with.

14.2 NZHA

There are currently no specific rules developed for this sector/division

14.3 AEANZ

There are currently no specific rules developed for this sector/division

14.4 Flight Training

The Code of Practice presently applies to all EFTS funded pilot trainers. This code is presently under revision however it is intended to integrate the Code as soon as the revision is completed.

14.5 EMS

It is intended to adopt the new standard for Air Ambulance/Air Rescue Search and Rescue Standard dated 1 July 2011 and any subsequent amendments. Air Ambulance Operators applying for accreditation post 1 July 2011 will be audited to that standard

15 AIA CEO Responsibilities

The AIA CEO is required to fulfil the administrative role in running this accreditation Programme. Those responsibilities are:

- 1) Ensure the AIRCARE™ Accreditation Manual is available and revised as appropriate, complete with the appendices.
- 2) Ensuring a register of accredited operators is maintained
- 3) Ensure applicants for AIRCARE™ Accreditation have signed the Accreditation Agreement.
- 4) Ensure that the correct fee accompanies the application.
- 5) Promptly advise auditor of applications for AIRCARE™ Accreditation.
- 6) Receive Accreditation recommendations from auditors and promptly pass these onto the divisional EO (if applicable) or divisional committee.
- 7) When the committee confirms that an organisation has achieved accreditation, issue that organisation with a Certificate of Accreditation for the appropriate categories and an .eps version of the AIRCARE™ logo.
- 8) Promptly advise the AIRCARE™ Management Committee when events are notified.
- 9) Promptly notify affected organisations of any Advisory Council decision in respect of an investigation.
- 10) Maintain an insurance cover IAW Section 12.
- 11) Ensuring accredited organisations are advised three months prior to their Accreditation expiry of their impending accreditation expiry.
- 12) Ensuring that accredited organisations are notified within one month of accreditation expiry that they have lost accreditation privileges and status and pass this information to the AIRCARE™ Management Committee.

ANNEXES

ANNEX A – Accreditation Agreement Form

ACCREDITATION AGREEMENT FORM

THIS AGREEMENT BETWEEN

.....

in this document called “the Applicant”

AND

Aviation Industry Association of New Zealand Incorporated

NOW THIS AGREEMENT RECORDS

- 1) That the Applicant is applying to the Association to participate in the accreditation procedures for AIRCARE™ Accreditation Programme under procedures for the time being applied.
- 2) The Applicant agrees to be bound by and observe the obligations and requirements in the SMS Manual,
- 3) That the Applicant is the holder of a current Aircraft Organisation Certificate Number
- 4) This agreement is in addition to, and shall not derogate from any other agreement already executed or otherwise in force between the parties, although, if there is any inconsistency or contradiction between this agreement and any other arrangement, then, to the extent of such inconsistency or contradiction, the terms and conditions of this agreement shall prevail.
- 5) The Applicant consents to the AIA CEO or delegates making such inquiries as AIA believes necessary from any person or agency, for the purposes of this application and the continuing provision of accreditation status to the Applicant.
- 6) In consideration for the application for Accreditation, the Applicant hereby agrees:-
 - a) If an AIA Member, to be bound by the Constitution and Rules for the time being of the Aviation Industry Association of New Zealand Incorporated

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- b) To operate in accordance with, and to be bound by, the rules and standards detailed in the Part 2 of the AIRCARE™ Safety Management System Manual as amended from time to time;
 - c) To accept as final and binding, any decision taken in relation to accreditation by a duly convened meeting of the AIA Advisory Council;
 - d) To promptly pay all subscriptions and fees lawfully imposed by the AIA
- 7) The Applicant acknowledges and agrees that purpose of Part 1 of the SMS Manual is to provide guidance and information on standards, practices and procedures which the AIA considers consistent with the relevant parts of the International Civil Aviation Organization Safety Management Manual (2nd edition (2008)). Furthermore, the Applicant acknowledges and agrees that the guidance and material in Part 2 of the SMS Manual:
- (a) is not intended to be the only means of compliance with a rule, where relevant, and are not exhaustive;
 - (b) does not detract from, and must be read in conjunction with, all relevant statutes, regulations and rules, the common law, and the relevant Civil Aviation Authority Advisory Circulars; and
 - (c) may be changed, from time to time, by updates being loaded on the AIA website and Accredited Participants will be alerted to this by the AIA's regular e-mailed update, because of the changing nature of the environment and the laws.
- 8) The Applicant acknowledges and agrees that AIRCARE™ Accreditation Programme, and Part 2 of the SMS Manual generally, are intended to provide accurate and adequate information pertaining to the subject matter, within the limitation of the size of that publication. Nevertheless, the SMS Manual has been prepared and is being made available to all relevant persons and entities strictly on the basis that, to the fullest extent permitted by law, its authors, and the AIA, its officers, employees and contractors, fully exclude any liability (including by negligence, and whether direct, indirect or consequential) by any or all of them in any way to any person or entity for or in relation to any loss, costs, claims, damage or expenses:
- (a) in respect of or arising out of any reliance in part or full, by any such person or entity, upon any of the contents of the SMS Manual or the AIRCARE™ Accreditation Programme, for any purpose;
 - (b) arising in any way out of part 2 of the SMS Manual, or out of the Applicant's products, practices, processes, procedures, facilities or services the subject of Accreditation; and

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- (c) any negligent act or omission of AIA, its officers, employees, agents or contractors, including but not limited to profits lost and damage sustained or incurred as a result of any claim by a third person.
- 9) The Applicant for the AIRCARE™ Accreditation Programme indemnifies the AIA its officers, employees and contractors, from and against all losses, costs, claims, damages and expenses that AIA may sustain or incur as a result, whether directly or indirectly, of:
- (i) any failure by the Applicant to adhere to the standards required in order to enable the applicant to achieve Accreditation;
 - (ii) any failure of the Applicant to adhere to the terms and conditions in the AIRCARE™ Accreditation Programme or part 2 of the SMS Manual; and
 - (iii) any loss or damage to any property or injury to or death of any person caused by any negligent act or omission or wilful misconduct of the Applicant or its officers and employees, or arising out of or in connection with the applicant that is the subject of Accreditation.
- 10) The Applicant acknowledges and agrees that the AIA excludes from the SMS Manual and the AIRCARE™ Accreditation Programme all terms and conditions implied by statute, general law or custom, except any implied condition or warranty the exclusion of which would contravene any statute or cause any part of this paragraph to be void.
- 11) The Applicant acknowledges and agrees that no part of the SMS Manual may, except where expressly permitted in the SMS Manual itself, be adapted, modified, reproduced, copied or transmitted in any form or by any means including written, electronic, mechanical, reprographic, photocopying, or recording means. Furthermore, the SMS Manual shall not be stored in whole, part, adapted or modified form, in or for any retrieval system of any nature, except in accordance with the terms of the SMS Manual or otherwise with the written permission of the AIA. All rights to the SMS Manual are reserved to the AIA. The Applicant acknowledges that:
- (a) the AIA is the owner of the copyright, know-how and other intellectual property rights in the SMS Manual, the AIRCARE™ Accreditation Programme and associated documentation; and
 - (b) no right, title or interest in the SMS Manual or AIRCARE™ Accreditation Programme procedures or the associated documentation is transferred to the applicant under this contract.

Voluntary Withdrawal

It is hereby agreed that the Applicant may voluntarily terminate this agreement at any time by providing written notice to the AIA CEO.



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Standards that the applicant seeks accreditation to: (Please Tick)

- | | |
|---|--------------------------|
| AIRCARE™ – Environmental – Discharges – GROWSAFE® | <input type="checkbox"/> |
| AIRCARE™ – Environmental – Discharges – SPREADMARK™ Aerial | <input type="checkbox"/> |
| AIRCARE™ – Environmental – Discharges – Vertebrate Toxic Agents | <input type="checkbox"/> |
| AIRCARE™ – Environmental – Amenity Values – Noise Abatement | <input type="checkbox"/> |
| AIRCARE™ – Flight Training | <input type="checkbox"/> |
| Air Ambulance / Air SAR Standards | <input type="checkbox"/> |
| AIRCARE™ Code of Practice for Fire Fighting | <input type="checkbox"/> |

.....

All information (including any personal information under the Privacy Act 1993) submitted with this completed application:

- is being obtained, collected and stored for the purposes of assessing applications for Accreditation in relation to AIA’s AIRCARE™ Accreditation Programme, and then administering the relationships with the successful applicants;
- is being held by AIA at its office at, Level 5 Agriculture House, 12 Johnston Street, Wellington 6011, PO Box 2096, Wellington 6140, and if the application is accepted, then on registration.

The Applicant:

- authorises AIA and its advisers to make any enquiries of third persons in order to validate any assertions made in the application;
- acknowledges that the failure to supply the information requested may result in AIA declining an application, or granting an application subject to conditions that were not included in the initial application;
- authorises AIA to provide any Government or regulatory body with any information that they may lawfully request;
- is reminded that it may access all personal information concerning its application held by AIA and may ask for a copy of it and may also require that any such personal information is corrected.

ACKNOWLEDGEMENT AND AGREEMENT:

The Applicant acknowledges and agrees that the application, if accepted by AIA, will result



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in a legally binding contract between us incorporating the terms and conditions of this Accreditation Agreement and the AIRCARE™ Safety Management Systems Manual.

DECLARATION:

The Applicant declares that:

- The information I/we gave on this application is true and correct
- I am / we are authorised to provide the information and make this declaration (if given and made on behalf of a company)
- I am / we are aware that it is an offence to provide false or misleading information or omit any material information
- I / we understand that the applicant must notify AIA if there are any changes in the particulars I/ we have provided in this application form
- If applying for accreditation to any of the NZAAA Codes of Practice I/we declare that the applicant company meets the conditions detailed in SMS Manual Part 2 Para 14.1 8)
- I / we have read and understood the terms and conditions of this application form (including those terms and conditions concerning privacy and personal information)

Physical Location of all bases shall be recorded below. (Use separate sheet if necessary)

.....

.....

.....

Signed by Applicant (in person).....

OR

as duly authorised agent of

*



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ANNEX B – Audit Fees and Charges

Annex B1 FEES AND CHARGES

The completed application form for AIRCARE™ Accreditation should be sent to the CEO AIA, PO Box 2096 Wellington and must be accompanied with the correct payment. In the table below the base fee is the fee paid by all applicants. From the boxes that you ticked on the application form, complete the box below

Item	Option selected Y/N	Application Fee AIA Members	Non-Members
AIRCARE™ Accreditation Base Fee	Y	\$500 + GST	\$3,250 GST Incl with Application then annually
GROWSAFE® (Agrichemicals)		\$200.00 + GST	\$200.00 + GST
SPREADMARK™ Aerial		\$200.00 + GST	\$200.00 + GST
Vertebrate Toxic Agents		Incl in base fee	Incl in base fee
Noise Abatement		Incl in base fee	Incl in base fee
Flight Training		Incl in base fee	Incl in base fee
Air Ambulance		\$300 + GST	\$300 + GST
Fire Fighting		Incl in base fee	Incl in base fee
Total			

Note: Aerial SPREADMARK™ has an annual fee of \$200+GST that applies in years other than the year in which the audit is carried out. That is, the application fee is the annual fee for Aerial SPREADMARK™ for that year.

Accredited Organisations that are not members of AIA are required to pay an annual fee of \$3,250 inclusive of GST to participate in the AIRCARE™ Programme.

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Annex B2 AIRCARE™ AUDITORS

Upon receipt of an application for AIRCARE™ Accreditation, the AIA CEO advises the audit company that an application for AIRCARE™ Accreditation has been received and requests that an audit be carried out.

Applicants should note that the audit fee for AIRCARE™ Accreditation is calculated on time taken and that the auditor, following the audit, will invoice for this fee. Applicants should check and confirm with the auditor the likely cost of the audit including any travel or other disbursements before proceeding.

For a list of current auditors visit www.aircare.co.nz



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ANNEX C - Occurrence Report

OCCURRENCE/EVENT REPORT

Date.....

Initiated By (Sign)

Non Conformity

Details.....

.....

Reason for Non Conformity.....

.....

Corrective Action.....

.....

Taken By (Sign).....Date.....

Preventative Action

.....

.....

Taken By(Sign).....Date.....

Internal Audit Review

(Comments).....

.....

By (Sign)Date.....

Management Review.....

By (Sign).....Date.....




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ANNEX D - Risk Assessment

D 1 Risk Assessment Form

Pads of these forms are available from AIA Office 044722707

Risk Assessment Template*



My objective _____

My stakeholders _____

Environment I will be working in _____

Identified Risk	Consequence	Likelihood	Risk Level	Most Impt Control	OK?	Action to reduce risk	By whom?	Done?

Risk Assessment On _____ By _____ Sign _____

Reviewed/updated On _____ By _____ Sign _____

Reviewed/updated On _____ By _____ Sign _____

* See AIA's AIRCARE Training DVD "Managing Risk in Aviation" and associated booklet for guidance in using this form.

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D 2 Record of Assessment

RECORD OF ASSESSMENT			
Ref. No.			
Base: Section/Department:		Type of harm:	
Work Activity:		Injury	
Team:		Damage to environment	
Assessor Name:		Signature:	
Date of Assessment:		Review date:	
Employees at risk:			
Others who may be at risk:			
IF ADDITIONAL CONTROL MEASURES ARE REQUIRED, CAN THEY BE IMPLEMENTED IMMEDIATELY			YES / NO
IF NO, SUMMARISE ACTION PLAN BELOW			
Action required:	Target Date	Action by:	Completed by (Name & Date)
Date for full implementation of control measures:			
Assessment accepted by: (relevant manager):			
Title:			
Date:			

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ANNEX E Operational Risk Matrix - Copies available www.aircare.co.nz/resources

Organisational Risk Assessment Scales and Matrix for GA Operators

Consequence Table							
Consequence descriptor	Safety			Business disruption			Environmental
	Operational Safety	Health and Safety	CA Act Compliance	Business Impact (general description)	Example causes / situations / events that could impact business	Business Impact (\$ value)	
Catastrophic	Loss of aircraft, crew and PAX, and possibly people on the ground	High energy or similar incident causing multiple staff and or public fatalities					
Severe	Operational incident or condition that would be expected to result in death	Workplace incident that would be expected to result in death	Loss of AOC due to CAA concerns regarding safety	Collapse of the business with resulting significant losses	Certification: eg. Loss or suspension of Aircare Accreditation, loss of DOC access, etc. Regulatory: eg. RMA non-compliance and resulting case, etc. Legal: eg. Criminal or civil prosecution, civil prosecution, etc. PR: eg. bad press, etc. HR: eg. loss of key staff, staff out of date quals, not competent, long term illness, etc. Assets: eg. damage to aircraft or other key asset, loss of IT system and or data etc. Third party: eg. theft etc. Financial: eg. poor cash-flow, poor book keeping, etc. Commercial: eg. loss of corner stone customer, loss of market base, etc.	> \$ loss or unintended costs	Environmental incident causing very significant or long term harm to the environment
Major	Operational incident that would be expected to result in permanent significant injury. <i>Compromised airworthiness of aircraft</i>	Workplace incident that would be expected to result in permanent significant injury	Withdrawal of AOC for a period due to safety concerns	Critical commercial situation threatening or significantly undermining the business		> \$ loss or unintended costs	Environmental incident causing significant harm to the environment that is difficult to mitigate
Serious	Operational incident that could be expected to cause injury. <i>Airworthiness of aircraft brought into question</i>	Workplace injury incident. Significant hazard exposure.	Findings or circumstances leading to imposed operational restrictions	Situation materially effecting business		> \$ loss or unintended costs	Environmental incident causing some harm to the environment - recoverable over time
Moderate	Operational occurrence or similar unintended event	Minor harm incident. Exposure to recognised hazard.	Key non-compliance(s)	Business or commercial impact requiring re-planning		> \$ loss or unintended costs	Environmental incident needing professional clean up
Minor	Sub-optimal process	Fright or discomfort. Exposure to incidental hazards.	Minor non-compliance(s)	Business or commercial impact absorbed as 'business as usual'		> \$ loss or unintended costs	Minor incident - easily cleaned up
Negligible				Incidental		< \$ loss or unintended cost	Incidental environmental incident

Likelihood Table			
Likelihood descriptor	Likelihood of occurrence within the Operator's own operations and business....		
	Indicative Frequency (per year)	(expressed as expected events per year)	Indicative frequency (expressed as time between events (yrs))
Probable	Almost bound to occur	1	1
Even chance	Could go either way	0.5	2
Unlikely	Not expected to occur that often	0.2	5
Improbable	Unlikely to occur	0.1	10
Highly improbable	Highly unlikely to occur	0.05	20
Barely credible	Is conceivable	0.02	50

Risk Matrix							
Descriptors	Negligible	Minor	Moderate	Serious	Major	Severe	Catastrophic
Probable	Low	Medium	High	Very High	Extreme	Extreme	Extreme
Even chance	Very Low	Low	Medium	Very High	Very High	Extreme	Extreme
Unlikely	Very Low	Low	Medium	High	Very High	Extreme	Extreme
Improbable	Very Low	Very Low	Low	Medium	High	Very High	Extreme
Highly improbable	Very Low	Very Low	Very Low	Low	Medium	Very High	Very High
Barely Credible	Very Low	Very Low	Very Low	Low	Low	High	Very High

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Notes:

A: This set of risk assessment scales and matrix is for the assessment of organisational and overall operational risk. This version is not intended, and is not suitable, for assessing risk of individual flights and short-term operations.

B: Risk associated with individual flights and the associated planning must be managed using recognised aviation procedures and principles. All flight hazards must be addressed within the context of the conditions and location and each mitigated using established flight planning methods and the application of sound airmanship by suitably trained and qualified



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personnel. Use an alternative risk assessment matrix designed specifically for flight operations to supplement these established flight planning methods.

C: The level of business impact shown in the Consequence Table depends upon the nature, size and condition of the operator's business. Each operator needs to consider the context of their business and complete the \$ impact values in the table as appropriate for their business.

Prerequisites

The operator has considered the context of their business and operation and completed the 'business impact' parts of the Consequence Table.

A risk management framework is in place that includes a method of systematically and effectively identifying and evaluating risk, as well as a process for tracking risk, mitigations and controls, and for reviewing these as appropriate.

Use of Tables

Step 1: Use best available information and group discussion to identify and consider the situation or circumstances that may occur and the possible outcome or range thereof. Record any assumptions made and any areas of uncertainty.

Step 2: Use the indicative word pictures and prompts in the Consequence Table to define and record the level of harm that could be expected for the current or future situation or circumstances being considered. A range of outcomes may need to be considered.

Step 3: Consider, research and use experience and knowledge to judge and if required use data to analysis the likelihood of the unintended events occurring, or situation or circumstances developing. Use the Likelihood Table to define and record the associated likelihood. It may be necessary to consider a range of likelihoods.

Step 4: Use the Risk Matrix to determine the level of risk of each defined event, situation or circumstance being considered.

Step 5: Prioritise the mitigation of risk based upon the calculated level of risk. Mitigation should first aim to eliminate the risk. If this is not possible, aim to put in place controls to minimise and then protect against the risk. Multiple layers of mitigating controls (layers of defence) tend to be more resilient against error and change than individual controls.



ANNEX F - Safety Policy (Example)

Management is committed to providing safe, healthy, secure work conditions and attitudes with the objective of having an accident-free workplace. This commitment is pivotal to the on-going well being of our customers, our business, the environment and ourselves. To achieve this goal the organisation is embracing the principles of safety management and the provision of a safe operation where hazards and the risks they pose are identified and mitigated as effectively as possible. The following are indicators that our safety policy is delivering the benefits we seek:

- There is a firm ingrained safety culture in the management and all staff
- A culture of vigilance, proactive identification, and immediate reporting of hazards by all staff
- An inclusive approach at all safety meetings and discussions where all staff contribute and where awareness is developed and nurtured
- Keeping abreast of wider industry activity to ensure best available safety practices are incorporated
- Provision of and commitment to sound SOPs and safety training
- Zero tolerance to unsafe practices (Unsafe Practice – any practice that is contrary to SOPs, rules and standards and involves an action that is likely to lower the level of safety)
- An appreciation that unsafe practices may be deliberate or unwitting, may be a case of the exception becoming the rule, may be a subtle change over time
- Wider assessment and prediction of possible hazards
- A culture of open discussion and reporting by all staff without fear of ridicule, blame or disciplinary action – the aim being to learn from and avoid a repeat of honest mistakes
- A culture of mutual support and respect
- The system is subject to ongoing assessment and constantly open to changes, improvements and development

In the end the greatest assurance of safety in all aspects of the business come from each team member's commitment to safety and strong sense of personal responsibility.

Chief Executive Officer XXXXX Company Dated



ANNEX G - Quality Policy (Example)

This company has an absolute determination to deliver quality services to its customers. Management invites all staff to share in this goal because it is only by complete buy-in by all staff that this organisation can achieve its goal. Quality not only means delivering excellent work outcomes, it also means having reliable equipment and little downtime caused by unscheduled maintenance.

We can judge our success in respect to quality services by:

- The number and magnitude of any environmental events we have. A diminishing number indicates improved quality
- The number of complaints we receive from customers
- The amount of repeat business we get from customers
- The number of positive observations we receive from customers
- Outcomes from Management Reviews

The management systems that we have adopted have been selected because they are most likely to enable the company to meet its quality targets and to that end all staff are required to follow SOPs, the standards to which we are accredited, file reports and participate fully in the management processes we embrace.

Chief Executive Officer XXXXX Company Dated



ANNEX H - (Reserved)

