

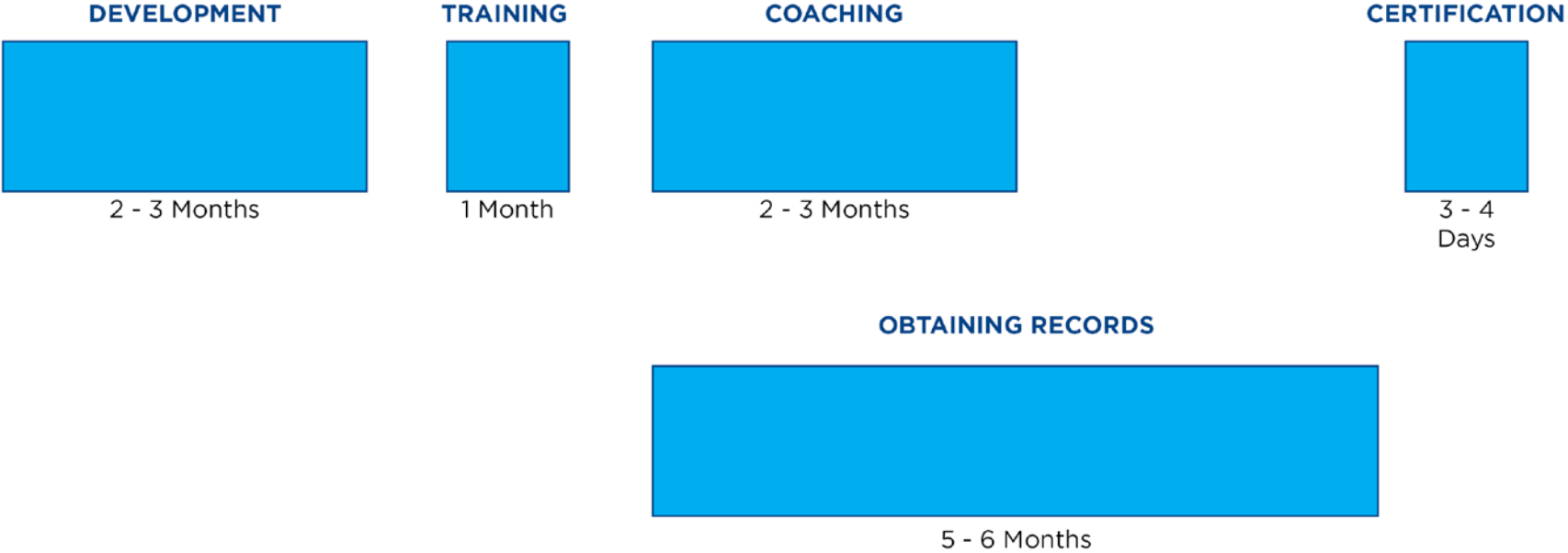
Implementing SMS at Airwork

Presented by
Georgina Steadman-Adams



- SMS Certified Airwork Fixed Wing – 25th July 2017
 - CAA Certificates, 119-121/125, 145, 141
- SMS Certified Airwork NZ – 20th September 2017
 - CAA Certificates, 146, 148, 145, 141, 19F
- SMS Certification date Helilink – 24th September 2018
 - CAA Certificates, 119-135/137, 141

SMS Timeline



Implementation Plan

- Use CAA SMS Implementation Tool as foundation
- We created an Excel Spreadsheet Plan
- SMS is business wide, not just Safety's responsibility
- Monthly meetings to review action progress
- Fortnightly meetings closer to certification

Implementation Plan Cont...

AWNZ SMS Implementation Action Plan

Element 13 Communication of Safety Critical Information

CAR 100.3(a)(4) / ICAO Annex 19, Appendix 2 – 4.2

The organisation should develop and maintain a process for safety communication that ensures all personnel are fully aware of the SMS, conveys safety critical information, and explains why particular safety actions are taken and why safety procedures are

Key
 - Changes annotated in **Red** have been changed from the previous revision.
 - **Critical** - means Critical to meeting certification.
 - **Routine** - means it is not required for certification, not checked as a part of "Present" and "Suitable".
 - **Low** - means Best Practice.

CAA Assessment

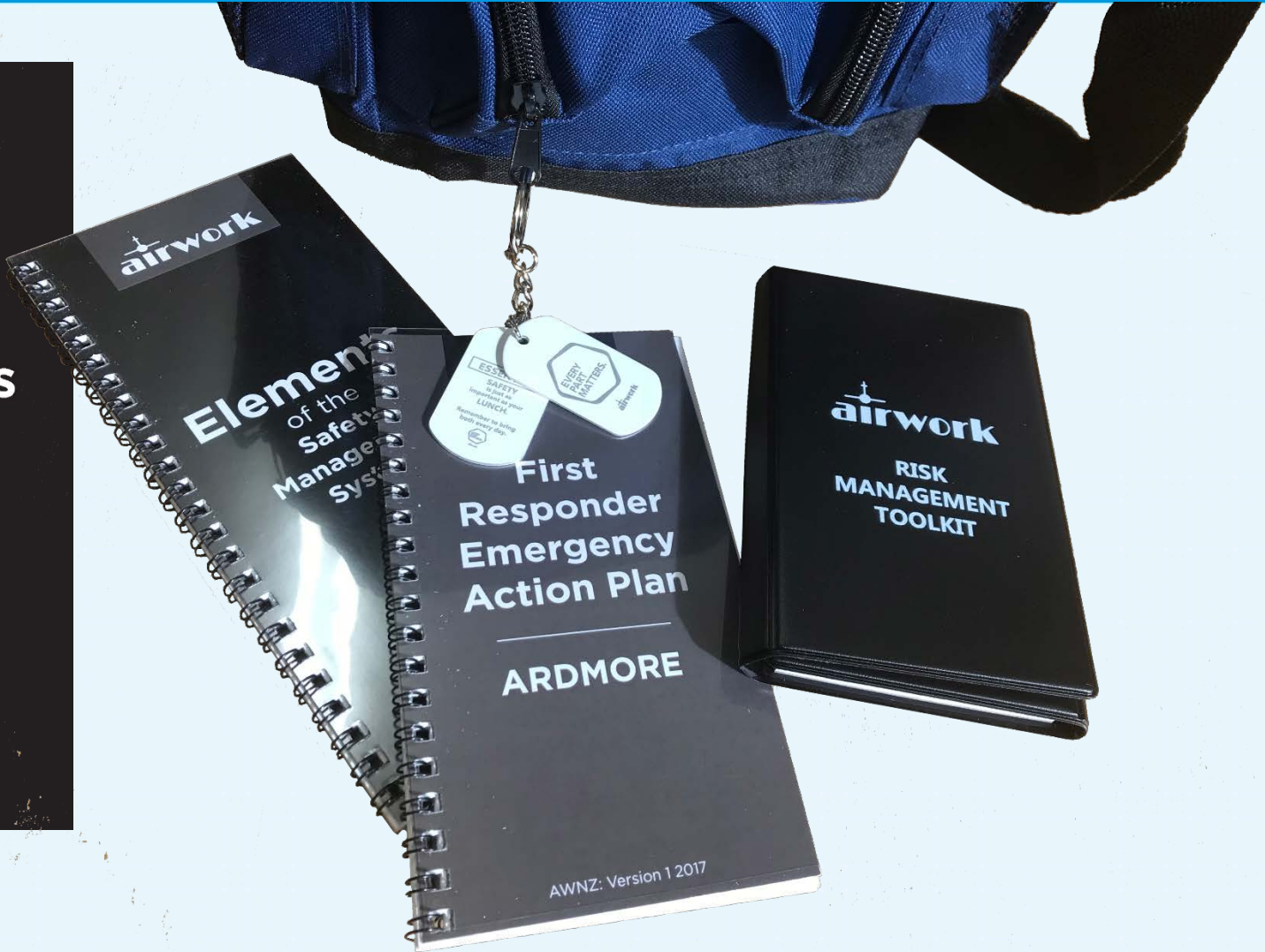
IMPLEMENTATION ACTION PLAN

Item	Acceptable Means of Compliance + Performance Indicator	Task	Action Item No.	Action Item	Priority	Responsible Person Prime Contributor	Support Team	Action Item Initiated (Date)	Due Date	Comments & Reference/s
13.1	Safety initiatives, strategies and information are communicated throughout the organisation to staff.	SMS Manual Section 13 - Communication	13.1A	Provide a means to ensure that all relevant safety and security documentation (minutes of SMS, HSE and Tool Box meetings) are displayed and updated at the Safety Stations.	Critical	Georgina Steadman-Adams	Abby Muir	Completed 4Aug17		04/08/17 - Minutes for the SMS Meeting and HES Committee Meetings are available on the Safety Station and on the R Drive. The weekly toolbox meeting minutes are located on the R Drive. All Managers are providing these to Abby to load onto the R Drive.
			13.1B	Determine how many Safety Stations are required around the building and in each department.	Critical	Georgina Steadman-Adams Dajanna Campion Abby Muir	Jeff O'Sullivan Department Managers	Completed 4Aug17		04/08/17 - Safety Stations have been purchased and located throughout the building.
			13.1C	Develop and display SMS promotional material around the workplace.	Critical	Dajanna Campion	Georgina Steadman-Adams	Completed 20Oct17		28/08/17 - Amended the completion date to be prior to the CAA demonstration and inspection audit on the 9th-13th October. Certification date has been scheduled for the 3rd November 2017. 28/08/17 - Georgina has organised a meeting to create a Safety Marketing Plan with Dajanna on the 29/08/17, to include what communications and promotional material and campaigns will occur throughout the next year. 02/10/17 - Promotional material created and put around the workplace.
			13.1D	Develop protocol of including Safety Moment as the first item on the agenda of every meeting	Critical	Scott McGregor	Georgina Steadman-Adams	Completed 10Aug17		10/08/17 - Safety has been added as the first agenda on each minuted meeting.
13.2	Significant safety events and investigation outcomes are communicated to staff, including contracted organizations where appropriate.	SMS Manual Section 13 - Communication 13.6	13.2A	Develop a communications flow chart that includes dissemination of lessons learned from investigations both to internal and external personnel.	Critical	Georgina Steadman-Adams	Mark Hayward	Completed 4Aug17		04/08/17 - Section 3.16 Annex C of the SMS Manual details the "Audit & Investigation Finding and Action Reports" are available for accessibility via the R Drive and the Safety Stations. All Safety Stations have been populated with these learnings in the "yellow" folder.
			13.2B	Provide a means to ensure that all investigations, precise version of HOIFs, Defect Reports, Non-Conformance Reports are displayed and updated at the Safety Stations.	Critical	Georgina Steadman-Adams	Dennis Weng Mark Hayward Abby Muir	Completed 4Aug17		04/08/17 - All Safety Stations have been populated with the HOIFs summaries, Audit and Investigation Findings, Minutes, Defect Report Summaries and Non-Conformance Summaries. Refer to SMS Manual section 3.16 - Annex C - Safety Records Internal Approval and Ownership.
13.3	Internal and external sources of safety information are defined in SMS documentation.	SMS Manual Section 13 - Communication 13.6	13.3A	Maintain regular publication of the Airwork Safety Magazine as a means of internally distributing external sources of aviation safety material that could be relevant to Airwork, or similar	Critical	Georgina Steadman-Adams	Claude Aviani Scott McGregor	Completed 6Oct17		28/08/17 - Increased the date of this action. Previous person responsible for this item had not progressed further. Georgina scheduled a meeting with the Marketing Manager to create a Safety Marketing Plan and discuss the creation of the "Keeping it Safe" Magazine. 06/10/17 - MODE Magazine created and published for the business and will be published on a bi-monthly cycle.
Best Practice Indicators (not required for SMS certification)										
13.4	There is a safety communication plan that utilises means such as: • electronic communication (emails, web-based presentations) • regular safety meetings • SMS newsletter etc.	SMS Manual Section 13 - Communication 13.4.2	13.4A	Develop Safety communications plan that documents periodicity of: 1. SMS Meetings 2. HSE Meetings 3. Work team Tool Box Meetings 4. Management Meetings	Low	Georgina Steadman-Adams	Department Managers	Completed 21Aug17		21/08/17 - Completed amendments to the SMS Manual section 13.5 - Communications Plan that includes all the meetings and forms of communication that occur throughout Airwork NZ.
13.5	The effectiveness of safety communication is regularly assessed and the plan revised as required.	SMS Manual Section 13 - Communication	13.5A	Develop a review period of the communications plan to be added as a part of the Audit Scope to include in assessments.	Low	Mark Hayward	Georgina Steadman-Adams	Completed 14Aug17		14/08/17 - As a part of the Audit Plan and scopes of all audits, the SMS in its entirety will be audited, included as part of each department audit sampling of SMS activities will also be conducted.
13.6	Safety-related information is proactively shared with other organisations.	SMS Manual Section 13 - Communication	13.6A	Develop Safety communications plan that documents periodicity of: 1. SMS Meetings 2. HSE Meetings 3. Work team Tool Box Meetings 4. Management Meetings 5. Include externally with other organisations	Low	Georgina Steadman-Adams	Department Managers	Completed 21Aug17		21/08/17 - Completed amendments to the SMS Manual section 13.5 - Communications Plan that includes all the meetings and forms of communication that occur throughout Airwork NZ.

Development Stage – Our SMS

- Determine what the SMS Elements mean
- Create detailed processes:
 - What
 - How
 - Who
 - Where
- Leave policies in the Policy section
- Then simplify, simplify, simplify, for your staff

Our SMS – Simplified for Our Staff



SMS Training / Achievable Outcomes

- Training for All Staff
- What is SMS?
- Where can I find it?
- How can I contribute?

SMS Training Material



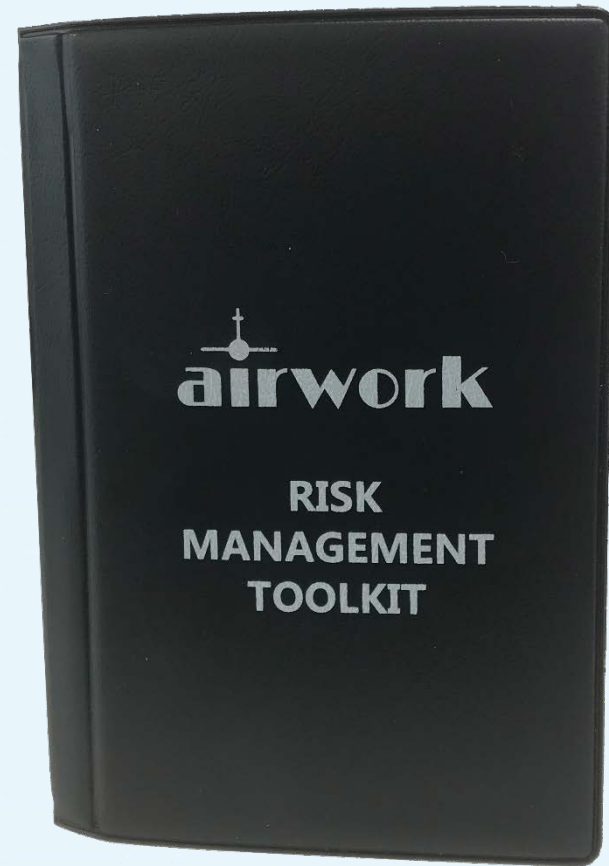
Safety Stations



Safety Station

- Walk the talk
- Start with Management
- More leaders in SMS the easier it is
- Use the tools given in training in the field with staff

How We Coached Our Staff



Maintaining Records

- If you don't record it, it didn't happen!
- Through coaching you gain records, shows engagement
- Toolbox meetings, keep minutes

Certification – aka 3 Days of Hell

- All your hard work will be scrutinised
- The CAA will:
 - Talk to your Managers
 - Talk to your Workers
- You must show records & evidence of your SMS functioning

The Challenges

- Resistance to change
- QMS mindset to SMS mindset
- Developing a reporting culture

Keeping It Fresh



Hazard Observation / Improvement Form

HOIF

If you see a Hazard or area for Improvement fill in a HOIF. These can be found on the Safety Stations or in your Toolkit.

Send your completed HOIF forms to safety@airwork.co.nz





LOOKING FOR

- MANUALS
- DOCUMENTS
- MINUTES
- FORMS
- POLICIES
- PLANS
- AND MUCH MORE


GO STRAIGHT TO THE SOURCE....



Make flying safer!

CONFIDENTIALLY REPORT ANY HAZARD TO

confidentialreport@airwork.co.nz






STOP TAKE 5

RISK MANAGEMENT

- STOP - STEP BACK AND THINK
- LOOK - CHECK FOR HAZARDS
- ASSESS - THE LEVEL OF RISK
- MANAGE - THE RISKS
- SAFELY - COMPLETE THE TASK

Use the Take Five - Safety Check Form (Form 31) in your toolkit for identifying hazards and risks in a task or process you may be carrying out.

The Positives

- Already doing most of it – You just need to record it
- Safety becomes visible
- Workers have a voice
- Changes in mindset –
 - The Business manages Safety not the Safety Department.
- Communication is improved top down – bottom up

Questions

