

SAFETY MANAGEMENT SYSTEM



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1 SAFETY POLICY STATEMENT

This statement sets out to guide Redcliffe Aero Club staff on health, safety, environmental and conservation matters and security in the work environment.

The Club's objectives are:

- To provide a safe and healthy working environment.
- To secure personal safety at work.
- To prevent hazards to the health of their own employees, contractors, customers and other third parties.
- To promote the reporting of all hazards, incidents, accidents, lost time injuries and first aid uses through the Club and regulatory reporting systems. The Club approach will be non-punitive (where possible), investigating all reports to gain the maximum learning from these reports.
- To promote environmental conservation.
- To enhance the security of all persons in the Club premises and protect the Club assets.
- To protect the Club reputation, by demonstrated HSE standards and results.

These objectives have a high priority and equal status with the primary business objectives. Everyone working within the Club premises or on Club aircraft should participate, since achieving these objectives requires their active commitment.

Signed: _____

Tony Stanton
Chief Executive Officer

1 SAFETY MANAGEMENT OBJECTIVES

1.1 General

1.1.1 The safe and effective operation of Club aircraft is the primary goal of the Club. Each and every Club employee must maintain an active interest to achieve this goal.

1.1.2 The Club shall utilize an internal program to collect and identify any information, experiences or occurrences which may present a hazard to club operations.

1.2 Objectives

The primary objective is the achievement and maintenance of a high standard of safety in Club operations by:

- Identification of inadequate information, practices and procedures and safety hazards;
- Receipt and management of Confidential Hazard Reports and safety information records;
- Conducting of confidential surveys of Club staff **and members**;
- Conducting audits on all aspects of Club operations and administration;
- Review and address any non-conformance affecting Club operations
- Conduct safety meetings with Club staff when required for the gathering and dissemination of safety issues.

No person will be penalized for submitting a Confidential Hazard Report.

2 SAFETY MANAGEMENT PERSONNEL

2.1 Safety Committee

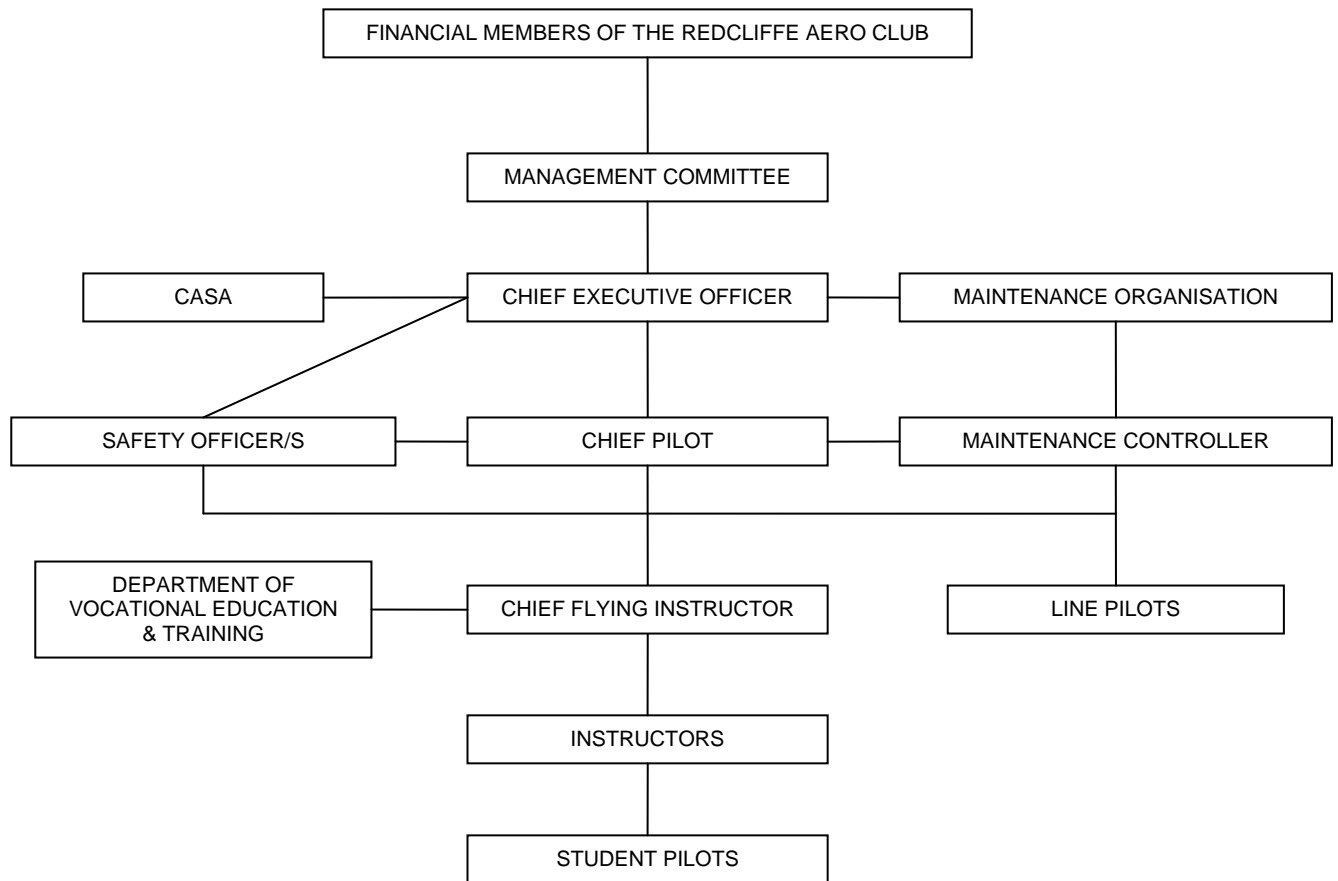
2.1.1 The Club shall appoint the following persons to the Safety Committee:

- (a) the Chief Executive Officer
- (a) the Chief Pilot; and
- (b) the Safety Officer/s.

2.1.2 The duties of the Safety Committee shall include:

- (a) to oversee the conduct of the Safety Management System;
- (b) conducting meetings at the request of the Safety Officer/s;
- (c) formulating responses to the recommendations of the Safety Officer/s;
- (d) formulating and implanting changes to the Safety Committee;
- (e) formulating reports to the responsible external organisation where an action required to prevent an identified hazard is outside the control of the Club.

2.2 Reporting Structure



2.3 Safety Management Personnel Responsibilities

2.3.1 **The Chief Executive Officer** of the Club shall implement the safety management system and encourage its use in Club operations on a continuing basis. The duties of the Chief Executive Officer shall include:

- (a) conducting management reviews of the effectiveness of the safety management system and recommend changes to the Safety Officer;
- (b) requesting the Safety Officer to convene meetings of the Safety Committee when required to discuss management initiatives;
- (c) implement recommendations from the Safety Officer in relation to management practices.

2.3.2 **The Chief Pilot** of the Club shall encourage the continued use of the safety management system by Club personnel under his/her control. The duties of the Chief Pilot shall include:

- (a) conducting operational reviews of the effectiveness of the safety management system and recommend changes to the Safety Officer;
- (b) requesting the Safety Officer to convene meetings of the Safety Committee when required to discuss operational initiatives;
- (c) implement operational recommendations from Safety Officer.

2.3.2 **The Safety Officer/s** of the Club shall be responsible for the implementation of the safety management system. His/her duties shall include:

- (a) the maintenance, review and revision of the club's safety management system;
- (b) conducting internal audits of Club procedures or organising an audit conducted by an external organisation;
- (c) maintaining the Club's Confidential Safety Reporting System and the receipt, review, evaluation and monitoring of the Confidential Hazard Reports submitted by Club personnel;
- (d) formulating recommendations on Confidential Hazard Reports;
- (e) convening the Safety Committee to discuss the effectiveness of the system and implementation of recommendations on safety matters raised by Club employees;
- (f) evaluate the effectiveness of emergency procedures training and recommend changes in the Club's training or operations;
- (g) conduct safety meetings of pilots and other Club personnel associated with the conduct of flight operations;
- (h) reminding Club personnel of their duties and responsibilities regarding ground and flight safety;
- (i) source and distribute safety articles, videos, posters and other safety material relevant to Club operations; and
- (j) where appropriate, the submission of information to external organisations.

3 HAZARD IDENTIFICATION & RISK MANAGEMENT

3.1 General

3.1.1 All actions shall be assigned to the specific person responsible for that area of Club operations. A target date for implementation of the action must be given.

3.1.2 The Hazard Identification and Assessment Record shall not be closed until the required action is implemented. The record shall be retained in order to provide reference for review of results and future risk assessments.

3.2 Document Control

3.2.1 The following documentation is used in the Safety Management System:

- (a) Confidential Hazard Report (Appendix 2)
- (b) Hazard Identification and Risk Assessment Record (Appendix 3)

(c) Controlled Airspace Violations Reports (Appendix 4)

3.2.2 Upon receipt of a Confidential Hazard Report, the Safety Officer shall assign an identification number in the form of YYMM##.

3.2.3 This number shall be used to identify all documentation concerned with that particular report.

3.2.4 Where an amendment is made to a document during the safety management process, an amendment number is to be added to the identification number, thus; YYMM## / #.

3.2.5 All Confidential Hazard Reports shall be filed under the following headings:

- (a) Flight Operations;
- (b) Engineering;
- (c) Ground Handling; and
- (d) Security.

3.2.6 The Safety Officer shall review all Confidential Hazard Reports and associated documents every 12 months. Records may be destroyed:

- (a) 2 years after actions have been implemented to prevent the hazard and no recurrence of the hazard has occurred; or
- (b) after the aircraft type to which the hazard referred is no longer operated by the Club; or
- (c) after the type of operation to which the hazard referred is no longer conducted by the Club.

3.2.7 CTA Violations will be

3.3 Internal Audits

3.3.1 The Safety Officer shall conduct audits of the Club operations:

- (a) annually;
- (b) following the introduction of a new aircraft type;
- (c) following the change of any key personnel;
- (d) following the change of a maintenance organisation;

3.3.2 The areas of audit shall include:

- (a) the completeness of Club documentation;
- (b) management and supervision procedures;

- (c) Club's accident and incident prevention approach;
- (d) Club flight operating procedures;
- (e) passenger handling procedures;
- (f) operations around aircraft on the ground;
- (g) aircraft refueling;
- (h) aircraft maintenance control;
- (i) dissemination of safety related material;
- (j) completeness in the training of Club staff;
- (k) performance of the Club in relation to safety matters;
- (l) staff participation in safety management;
- (m) working environment.

3.3.2 The person conducting the audit shall record any perceived deficiencies and determine the risk rating for those deficiencies on a Confidential Hazard Report.

3.3.3 All of these reports shall be subject to hazard identification and risk management processes detailed in 3.1.

4 ACCIDENT & INCIDENT PROCEDURES

4.1 Initial Response

4.1.1 Following an accident or incident involving a Club aircraft, Club staff attending the scene shall:

- (a) Contact emergency services on **000**;
- (b) Use whatever means possible to suppress/extinguish any fire;
- (c) Rescue injured personnel;
- (d) Place injured in the recovery position and administer first aid;
- (e) Secure the area to allow free access of emergency services.

4.2 Notification

4.2.1 Club staff shall immediately contact the Chief Pilot, the CFI or delegate who shall:

- (a) Notify ATSB by phone immediately (**1800 011 034**);
- (b) Notify the Club's insurance company immediately.

4.2.2 Information to be provided in initial report by the Chief Pilot or delegate, on the Accident Notification Form in Appendix 4:

- (a) Aircraft type;
- (b) Aircraft registration;
- (c) Location of accident site;
- (d) Brief details of the damage, if known;
- (e) Details of any injuries sustained.

4.3 Safeguarding Aircraft

4.3.1 If the aircraft must be moved to clear an active runway, do so but ensure that photographs of the aircraft in "situ" are taken.

4.3.2 If the aircraft is not presenting a hazard or at risk of further damage, do not commence dismantling or removal until approval has been given.

4.3.3 Take all possible steps to safeguard the wreckage. Where possible, take a photo of the panel before removing all documentation for safe keeping.

- 4.3.4 The pilot of the aircraft shall enter the accident/incident on the maintenance release.
- 4.3.5 Although in the initial stages the aircraft will, in all probability, be under the control of the Australian Transport Safety Bureau, it is essential to maintain a "watching brief" in the absence of the surveyor to ensure the security of the aircraft following its release.

4.4 Collection of Essential Data

- 4.4.1 The Chief Pilot or delegate shall arrange the collection and securing of the following data:
- (a) copy of current maintenance release;
 - (b) copy of certificate of registration;
 - (c) copy of certificate of airworthiness;
 - (d) computer printout or copy of aircraft maintenance and component status;
 - (e) carry out survey of the damage and provide a precise and detailed report;
 - (f) organise an estimate of repair costs and proposed methods of repair.

4.5 Reporting

- 4.5.1 As soon as possible and at least within 24 hours, the pilot is to provide a fully detailed report regarding the accident to the Chief Pilot, including events of the day and general information regarding previous activities leading up to the accident.
- 4.5.2 This report should include also:
- (a) weather details;
 - (b) details of terrain at the accident site and surrounding areas;
 - (c) weight and balance details;
 - (d) licence details:
 - (i) licence category;
 - (ii) licence number;
 - (iii) date of issue;
 - (iv) date of last renewal / flight review;
 - (v) period of validity;
 - (vi) details of ratings held;
 - (vii) total flying experience on helicopters and/or aeroplanes;
 - (viii) total flying experience on type involved in accident;
 - (ix) total hours experience in the type of specialized operation if involved.
 - (e) your name;
 - (f) your date of birth;
 - (g) your address;
 - (h) the names of persons on board, if any;

(i) details of any injuries received by them, if any.

4.5.3 Details of any injuries sustained by the pilot as a result of the accident.

4.6 In the Event of Bodily Injury or Death

4.6.1 Do not admit liability or make or offer to make payment to anyone;

4.6.2 Actions by the pilot in command:

- (a) Immediately contact the Chief Pilot or Chief Executive Officer who will contact the Club's insurance provider;
- (b) Provide brief pertinent details plus the name(s) of a contact person able to be contacted, an after hours telephone number, a direct business telephone number and the named location of the accident site;
- (c) Shortly thereafter, the insurance surveyor and/or liability adjustor will contact you and provide all further assistance.

4.6.3 In the meantime, appoint one person, preferably the principal of the business, to deal with police, ATSB and Insurance Surveyor.

4.6.4 Appoint another mature person (one only) to handle:

- (a) Telephone calls (log the date, time, number, name of person and message). These details can be recorded on the Accident Notification Form in Appendix 4. The person calling should be informed that; *“A person in a position to answer their enquiry will telephone them as soon as they are able to do so.”*
- (b) Liaison for persons in (3) above;
- (c) Administration tasks. Ie. Photocopying;
- (d) Obtaining and preparing document file etc.

4.7 Media Releases

4.7.1 A recommended media release (press/television) is as follows:

“The aircraft accident is the subject of a full investigation by the authorities and it is not appropriate for us to comment or speculate on what may have happened pending the outcome of this investigation. All enquiries in relation to the accident should be directed to the Australian Transport Safety Bureau and all enquiries in relation to persons on board should be directed to (town) Police.”

4.7.2 If deaths have resulted from the accident, include in the above statement;

"We wish to extend our sympathy and condolences to the relatives of the deceased person(s)."

5 APPENDICIES

5.1 Appendix 1 - Risk Severity, Likelihood & Risk Rating Matrix Tables

5.1.1 Hazard identification is the determination of a condition with the potential of causing injury to Club personnel, damage to Club equipment or reduction in the ability to perform a function. Risk is the chance of injury or loss and the magnitude.

SEVERITY		
4	Catastrophic	<ul style="list-style-type: none"> Loss of aircraft. Multiple fatalities.
3	Hazardous	<ul style="list-style-type: none"> Large reduction in safety margins. Physical distress or a high workload such that flight crew cannot be relied upon to perform their tasks accurately or completely. Serious or fatal injuries to a relative small number of occupants.
2	Major	<ul style="list-style-type: none"> Significant reduction in safety margins. Reduction in the ability of the flight crew to cope with adverse operating conditions impairing their efficiency.
1	Minor	<ul style="list-style-type: none"> Nuisance. Operating limitations or emergency procedures.

LIKELIHOOD		
4	Probable	<ul style="list-style-type: none"> May occur once or several times during operational life.
3	Remote	<ul style="list-style-type: none"> Unlikely to occur during total operational life of each system, but may occur several times when considering several systems of the same type.
2	Extremely Remote	<ul style="list-style-type: none"> Unlikely to occur when considering systems of the same type, but nevertheless, has to be considered as being possible.
1	Extremely Improbable	<ul style="list-style-type: none"> Should virtually never occur in the whole fleet life.

RISK RATING MATRIX				
SEVERITY ↓				
Catastrophic 4	4 Review	8 Unacceptable	12 Unacceptable	16 Unacceptable
Hazardous 3	3 Acceptable	6 Review	9 Unacceptable	12 Unacceptable
Major 2	2 Acceptable	4 Review	6 Review	8 Unacceptable
Minor 1	1 Acceptable	2 Acceptable	3 Acceptable	4 Review
LIKELIHOOD →	Extremely Improbable 1	Extremely Remote 2	Remote 3	Probable 4

To review the Risk Rating, enter the Risk Rating Matrix table from the left in the row corresponding to the Severity Rating and move right to the column corresponding to the Likelihood rating. The Risk Rating is where the row and column intersect.

5.2 Appendix 2 – Confidential Hazard Report Form

CONFIDENTIAL HAZARD REPORT

This form is a **confidential** means of reporting any concerns you may have about safety within the Club. If you feel that, during the performance of your duties, you experienced or witnessed an event that was potentially unsafe, please complete the form below and send/hand it to a Club Safety Officer. By submitting a report, you will help identify unsound practices or facilities that may compromise the flying school's safety, or ultimately, the safety of Club employees or members. If you have any questions regarding this reporting system, please contact the Safety Officer.

Location: _____ **Date:** _____ **Time:** _____

Fully Describe the Occurrence:

Recommendations for corrective action (if any):

In your opinion, what is the worst possible outcome if this occurrence happened again?

Catastrophic Hazardous Major Minor

In your opinion, what is the likelihood of this occurrence happening again?

Probable Remote Extremely Remote Extremely Improbable

Identification Number: _____ (Assigned by the Safety Officer)

Name: _____ (Your name will be kept confidential)

Please provide your name so that we can clarify any information you have submitted. Once the Safety Officer has investigated the report, this tear off strip will be returned to you with a brief report on what remedial action has been taken to prevent recurrence of this event. **No record of your name will be kept. Use the identification number for all communications with the Safety Officer.**

Identification Number: _____ (Assigned by the Safety Officer)

5.3 Appendix 3 – Hazard Identification and Risk Assessment Report

HAZARD IDENTIFICATION AND RISK ASSESSMENT REPORT

PART A: To be completed by the Safety Officer:

This report has been de-identified and entered into the company database.

Signature: _____ Date: _____

Name: _____ Identification No. _____

PART B: To be completed by the Safety Committee:

LIKELIHOOD: Rate the likelihood of the hazard recurring:

Probable	Remote	Extremely Remote	Extremely Improbable
4	3	2	1

SEVERITY: Rate the worst-case consequences:

Catastrophic	Hazardous	Major	Minor
4	3	2	1

RISK RATING: Likelihood x Severity = _____

What action is required to ELIMINATE or CONTROL the hazard and PREVENT injury?

Responsibility for action: _____

Referred to: _____ for further action

Signed: _____ Date: _____

Appropriate feedback given to staff:

Signed: _____ Date: _____

Chief Executive Officer

5.4 Appendix 4 – Accident Notification Form

ACCIDENT NOTIFICATION FORM

TO BE COMPLETED BY THE PERSON WHO IS NOTIFIED OF THE ACCIDENT

FOLLOW THE EMERGENCY RESPONSE PLAN

Emergency Response Coordinator: _____ (CP, CFI or delegate)

Date: _____ **Time:** _____ **Notified by:** _____

Location of Accident: _____
If possible, dispatch someone to the scene of the accident with water, food, sun protection

Aircraft Type: _____ **Aircraft Registration:** _____

Pilot in Command: _____

Brief Description of Accident: _____

	Passenger Names	Company (if applicable)	Contact Phone No.
Pax 1			
Pax 2			
Pax 3			
Pax 4			
Pax 5			

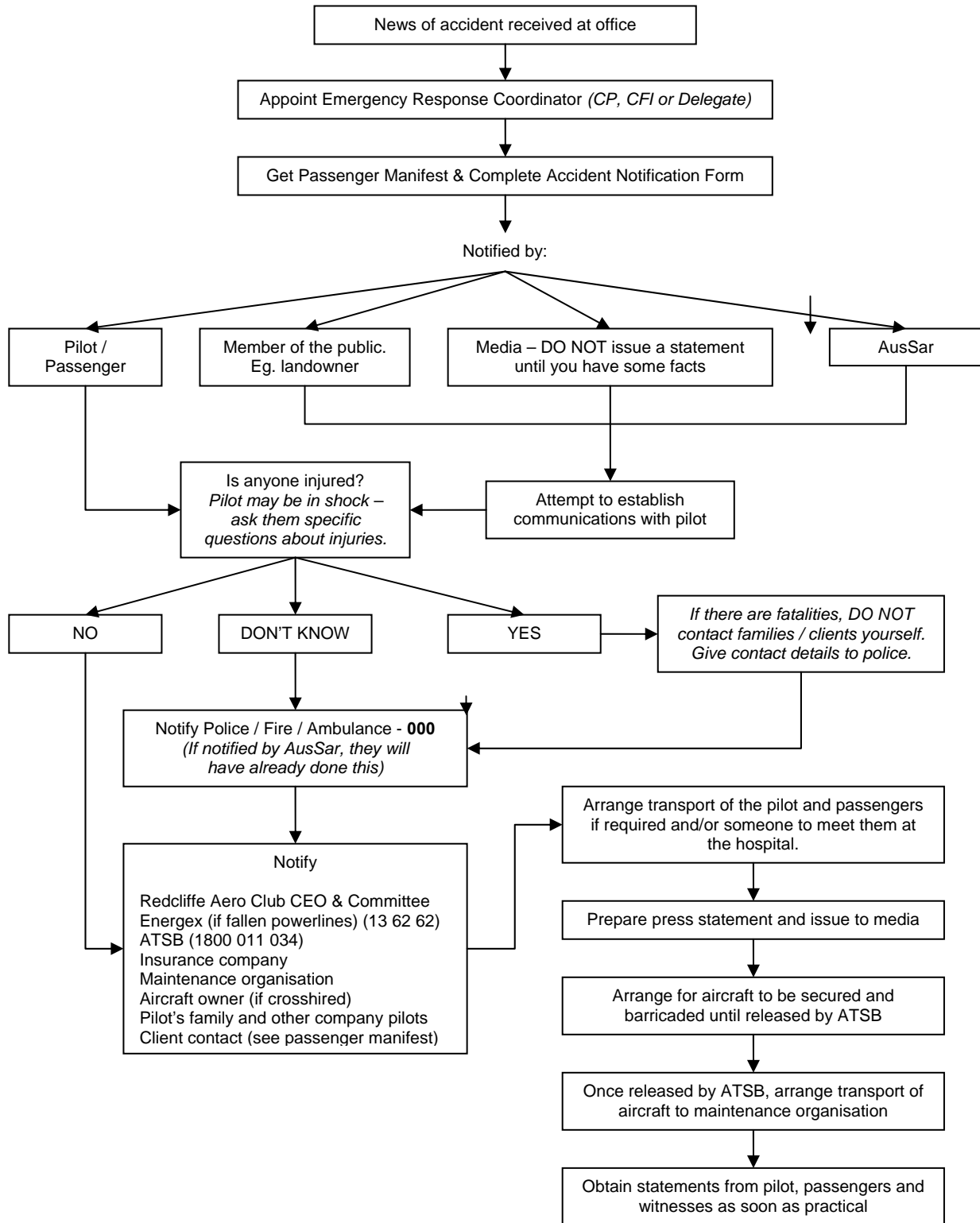
Details of Injuries:

Pilot	
Pax 1	
Pax 2	
Pax 3	
Pax 4	
Pax 5	

5.5 Appendix 5 – Emergency Response Plan Flowchart

EMERGENCY RESPONSE PLAN FLOWCHART

Refer also to procedures in Redcliffe Aero Club Company Operations Manual (Section A6 – Appendix 3)



5.6 Appendix 6 – Emergency Contact List



POLICE / FIRE / AMBULANCE: 000

CEO & CHIEF PILOT (Nominee):

Tony Stanton M: 0435 032 357 H: (07) 3482 3099

CHIEF FLYING INSTRUCTOR:

Tony Stanton M: 0435 032 357 H: (07) 3482 3099

SAFETY OFFICER:

Mal McAdam M: 0409 602 346 H: (07) 3883 3327

CLUB PRESIDENT:

Greg Mc Callum M: 0409 635 854 H: (07) 3870 8561 W

ATSB: 1800 011 034

CASA: 131 757

AUS SAR: 1800 815 257

ENERGEX: 13 62 62

INSURANCE COMPANY:

Aviation Insurance Australia (07) 3274 4732

REDCLIFFE CITY COUNCIL: (07) 3283 0233

Aerodrome Manager (07) 3283 0221

After Hours Emergency Service 1300 733 480

REDCLIFFE POLICE: (07) 3283 0555

REDCLIFFE FIRE: (07) 3284 2256

REDCLIFFE AMBULANCE: (07) 3839 2222

MAINTENANCE ORGANISATIONS:

Flinders Aviation (07) 3203 0560 0418 749 801 (AH)

Vintage Aeroplane Services (07) 3293 1333 0417 711 244 (AH)

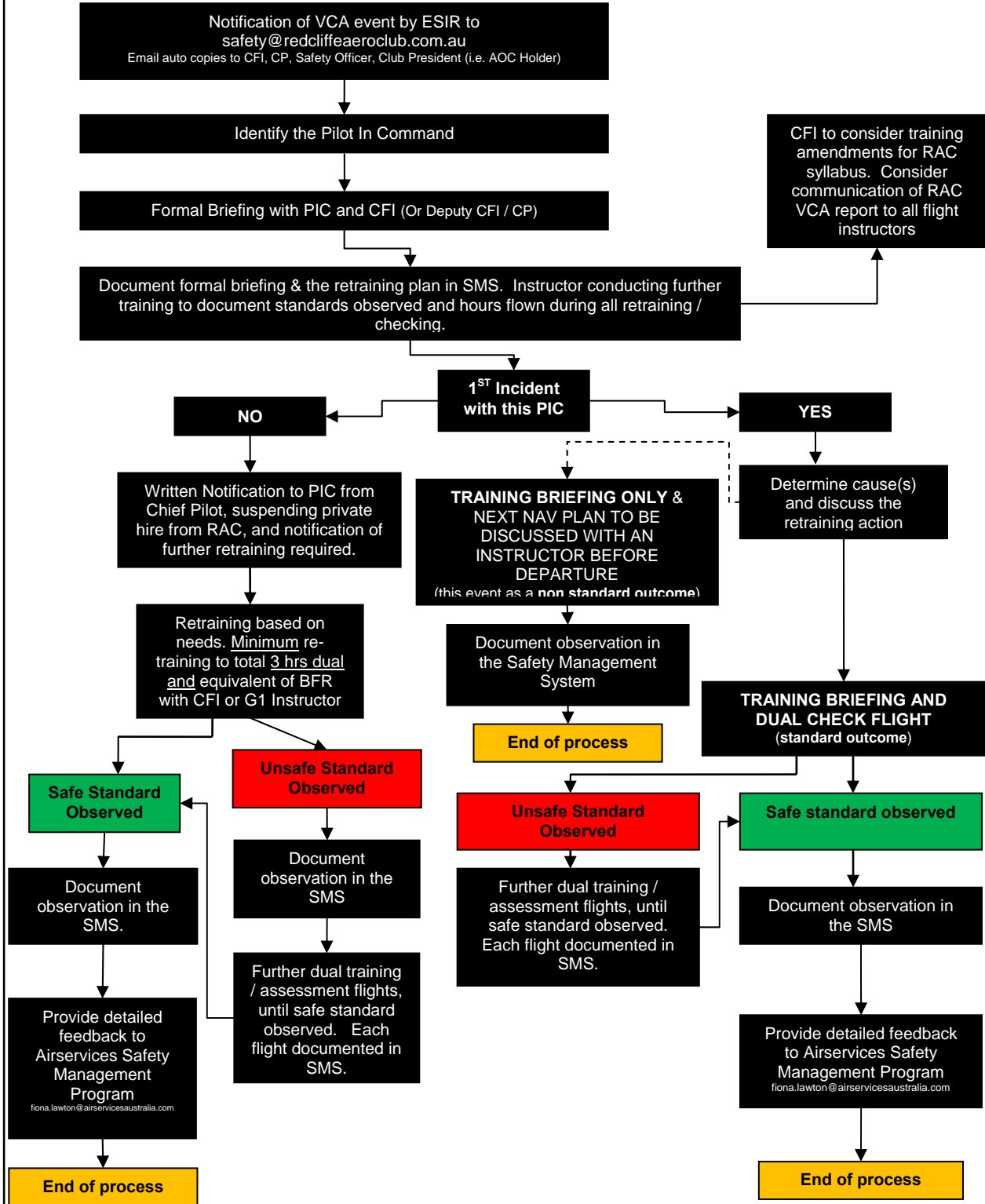
Rapair (07) 3277 7877

5.7 Appendix 7 – VCA / ESIR or similar event Action Plan



VCA / ESIR OR SIMILAR EVENT FLOWCHART (Version. 2)

ACTIONS TO BE ADOPTED IN REPOSE TO VCA / ESIR OR SIMILAR EVENT



CROSSHIRE AIRCRAFT OWNERS:

CESSNA 182 VH-TRE

Stephen White M: 0418 980 172 H: (07) 3851 2785 W: (07) 3329 7444

CESSNA 182 VH-SZC

Warwick Henry M: 0417 771 563 H: (07) 3374 0424

PA28 PIPER ARCHER VH-FRF

Ron Ennis M: 0414 883 864 H: (07) 3203 3840 W: (07) 3284 6822

CITABRIA VH-ZCA & SUPER DECATHLON VH-NEL

Gerry Dick M: 0421 044 540 H: (07) 3262 9495

PN68 PARTENAVIA VH-IYC

Stewart Wilson M: 0418 725 638

