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## TELEPHONE NUMBERS

*The number here is: 250-365-5031*

<b>LOCAL TELEPHONE NUMBERS</b>	<b>PHONE</b>		
Police:	911		
Hospital:	911		
Ambulance:	911		
Fire Hall:	911		
Flight Service Station:	250-365-3013		
Airport Manager: Shawn Sutherland	250-365-5151		
Airport Maintenance and Operations	250-365-7755		
Commissionaires	250-365-2180		
<b>EXTERNAL TELEPHONE NUMBERS</b>	<b>PHONE</b>		
Rescue Co-ordination Centre:	800-567-5111 (*311 on cell)		
Transportation Safety Board:	604-666-5826		
Area Control Centre:	604-586-4500		
<b>COMPANY TELEPHONE NUMBERS</b>	Office	Cell	Home
Dispatch:	250-365-5031		
Chief Flight Instructor: Ray Preston	250-304-6518	250-304-5259	250-365-2806
Person Responsible for Maintenance: Al Ricard	250-365-5025	250-304-5560	250-365-5560
SMS Manager: Chris Thring	250-304-6519	250-304-8641	250-365-3814
Selair President: Henri Bureaud	250-365-1203	250-304-4346	250-365-0354
Media Relations Officer: Barry Auliffe	250-505-1384	250-505-4658	250-352-9955
<b>CYXX TELEPHONE NUMBERS</b>	<b>PHONE</b>		
Airport Manager:	604-855-1001		
Area Control Centre:	604-586-4590/4591 or 800-668-1333		
CYXX Emergency Services:	604-557-1308		

EMERGENCY REPORT

Received By: \_\_\_\_\_ Date and Time Received: \_\_\_\_\_

Received From: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Type of Occurrence: **Operational:**

Overdue:  Aircraft Accident:

Unlawful Interference:  Bomb Threat:

**Non-Operational:**

Fire:  Bomb Threat:  Criminal Act:

Civil Emergency:  Workplace Injury:  Other:

Registration: \_\_\_\_\_ Type: \_\_\_\_\_

Point of Departure: \_\_\_\_\_ Destination: \_\_\_\_\_

Occurrence Location: \_\_\_\_\_

Details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Passed To: \_\_\_\_\_ Date and Time Passed: \_\_\_\_\_

Passed To: \_\_\_\_\_ Date and Time Passed: \_\_\_\_\_

Passed To: \_\_\_\_\_ Date and Time Passed: \_\_\_\_\_

## OCCURRENCE/HAZARD REPORT

**To be completed by the person making the report**

Tracking #

(to be entered by SMS manager)

**Accident:**

Any occurrence that takes place in the course of an organization's operations that results in:

- death
- injury requiring medical treatment or causing lost time from work; or
- substantial physical damage to equipment, facilities or property.

**Incident:**

An occurrence with potential to be an accident but which, through chance or actions taken by those involved, does not result in an accident.

**Hazard:**

An event, condition, or circumstance that, left uncorrected or unchanged, could result in an accident or incident.

Date:

Time:

Submitted by:

(optional)

Location:

Aircraft:

Task:

WX CONDITIONS (if applicable):

**OCCURRENCE/HAZARD DESCRIPTION:**

**SUGGESTIONS FOR PREVENTION:**

Use back of sheet if more room is required

OCCURRENCE/HAZARD ANALYSIS

**To be completed by the SMS manager**

Tracking #

Classification: Accident  Incident  Hazard

Report submission acknowledged:  Date:

**PRELIMINARY REVIEW: (summarize initial findings and investigation plan, if required)**

Is a risk assessment required? Yes  No

If yes, complete risk assessment form and enter results below:

**Risk Assessment Results**

Probability:	Severity:	Risk Level:
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**INVESTIGATION FINDINGS: (complete occurrence/hazard investigation report and summarize findings)**

**CORRECTIVE SAFETY ACTION PLAN:**

Investigation results and action plan communicated to reporter:

Date:

\_\_\_\_\_  
SMS manager

\_\_\_\_\_  
Date

OCCURRENCE/HAZARD INVESTIGATION REPORT

To be completed by the SMS manager

Tracking #

Date:

Time:

Location:

**DESCRIPTION OF OCCURRENCE/HAZARD/INSPECITON OR SURVEY FINDING:**

**OBSERVATIONS:**

**SUMMARY OF DOCUMENTS REVIEWED:**

**SUMMARY OF INTERVIEWS:**

**SUMMARY OF FACTUAL INFORMATION:**

**ANALYSIS:**

**FINDINGS AS TO CAUSES AND CONTRIBUTING FACTORS:**

**FINDINGS AS TO RISK:**

**DISCUSSION OF CONTINUING PROBABILITY:**

**RECOMMENDED SAFETY ACTION PLAN:**

\_\_\_\_\_  
SMS Manager

\_\_\_\_\_  
Date

OCCURRENCE AND HAZARD TRACKING

Reports and findings shall be numbered using the following conventions:

Tracking #	Legend
08AR001	Year = 2008, Type = Accident Report, Report Number = 001
08IR002	Year = 2008, Type = Incident Report, Report Number = 002
08HR003	Year = 2008, Type = Hazard Report, Report Number = 003
09AR001	Year = 2009, Type = Accident Report, Report Number = 001
09IR002	Year = 2009, Type = Incident Report, Report Number = 002
09HR003	Year = 2009, Type = Hazard Report, Report Number = 003

AR = Accident Report  
 IR = Incident Report  
 HR = Hazard Report

Occurrence and Hazard Tracking 2009						
Accident	Incident	Hazard	Safety Action Required	Date Due	Date Completed	
<b>Annual Totals</b>						

Tracking #

RISK ASSESSMENT

Risk Assessment Matrix		Severity				
		1	2	3	4	5
P r o b a b i l i t y	1	Low	Low	Low	Low	Low
	2	Low	Low	Moderate	Moderate	Moderate
	3	Low	Moderate	Moderate	Moderate	High
	4	Low	Moderate	Moderate	High	High
	5	Low	Moderate	High	High	High

**Low:** Proceed after considering all elements of risk.

**Moderate:** The operation may continue provided mitigation is implemented to reduce the level of risk or else continuing attention is directed to ensuring that the operation is conducted without harm.

**High:** The operation may not continue until sufficient control measures have been implemented to reduce risk to an acceptable level.

Risk Probability: Estimated likelihood at any level of severity.	
1	Not likely to occur more than one time in ten years in a similar company.
2	Not likely to occur more than one time in five years in a similar company.
3	Not likely to occur more than one time in three years in a similar company.
4	Not likely to occur more than one time per year in a similar company.
5	Likely to occur more than one time per year in a similar company.

Risk Severity: Estimated realistic worst case outcome for the specified hazard scenario.					
	People	Assets	Environment	Reputation	Security
1	Minor inconvenience	≤\$1K	Minor release < 1 litre	Adverse local press.	Internal petty theft.
2	First aid or medical treatment	≤\$10K	Hazardous materials release with no detrimental effects. Does not require outside assistance.	Adverse national press.	Office or hangar break-in.
3	Hospitalization	≤\$50K	Hazardous materials release with no detrimental effects. Requires outside assistance.	Loss of public confidence.	Loss of significant records.
4	Permanent impairment	≤\$250K	Hazardous materials release with minor detrimental effects. Requires outside assistance.	Potential loss of future intake.	Work place violation
5	Death	>\$250K	Hazardous materials release with significant detrimental effects.	Loss of a major intake source.	Act of Terrorism

RISK MANAGEMENT WORKSHEET

1. Tracking#:	2. Date:	3. Prepared by:
4. Hazard		
5. Risks		
6. Initial risk rating		
7. Risk control strategies		
8. Revised risk rating		
9. Implementation		
10. Control effectiveness		
<hr/> SMS Manager		<hr/> Date

## SMS INTERNAL AUDIT CHECKLIST

## 1. Safety Management Plan

## 1.1 Safety Policy

- i) There is a written Safety Policy that:
- ◆ is signed by the Accountable Executive
  - ◆ is disseminated in such a way that all staff are aware of the policy
  - ◆ states the organization's intent to: 
    - explicitly address safety
    - maintain or improve current safety performance
    - minimize the risks of an accident
    - manage safety through an effective SMS
  - ◆ assigns accountability for safety to: 
    - individuals - their own safety actions
    - the Accountable Executive - ultimate responsibility for safety
  - ◆ establishes the priority to be given to safety within the organisation
- ii) The Safety Policy is used as the basis for the SMS

## 1.2 Non-punitive Safety Reporting Policy

- i) There is a written policy that:
- ◆ forbids punitive action against anyone who reports a safety issue
  - ◆ indicates that there are consequences for gross negligence or illegal acts
- ii) The company abides by the non-punitive reporting policy as it is written.

## 1.3 Roles and Responsibilities

- i) The Accountable Executive's responsibilities include:
- ◆ ensuring the required safety resources are available
  - ◆ establishing and adhering to the safety policy
  - ◆ promoting and supporting SMS
  - ◆ ensuring the SMS remains effective

ii) SMS Manager responsibilities include:

- ◆ managing the operation of the SMS
- ◆ collecting and analyzing safety information
- ◆ monitoring and evaluating the results of corrective actions
- ◆ ensuring that risk assessments are conducted when applicable
- ◆ determining the adequacy of training
- ◆ authority to delegate specific tasks/roles to persons within the organization
- ◆ ensuring that periodic reviews of the system are conducted
- ◆ ensuring safety-related information, including organization goals and objectives, are made available to all personnel through established communication processes
- ◆ communicating any operational concerns which have been identified to the chief flight instructor and/or the person responsible for maintenance as applicable

iii) Employee and Member responsibilities include:

- ◆ following established safe practices
- ◆ immediately dealing with any unsafe condition
- ◆ identifying and reporting all occurrences, hazards, operational irregularities, unsafe conditions or practices in a timely manner
- ◆ familiarization with the SMS

1.3a Organizational Chart

- ◆ an organizational chart is in place which outlines the formal reporting structure of the organization
- ◆ the chart is available to all personnel

1.4 Communication

i) There are communication processes in place to:

- ◆ facilitate the sharing of safety related information both internally and externally
- ◆ review safety reports
- ◆ disseminate safety related information to all personnel
- ◆ amend appropriate documentation as applicable
- ◆ remain up to date with current industry safety practice
- ◆ ensure there is consistent open safety communication throughout the company

1.5 Safety Planning

i) There is a defined process that provides for:

- ◆ the establishment of broad safety objectives for the company
- ◆ specific, time relevant safety goals that support the company’s safety objectives
- ◆ documentation of safety objectives and goals
- ii) The process is consistently performed as documented

1.6 Performance Measurement

- i) There is a defined process for:
  - ◆ measuring and documenting the extent to which safety objectives and goals have been met
  - ◆ informing employees about the results
- ii) The process is consistently performed as documented

1.7 Management Review

- i) There is a defined process that ensures:
  - ◆ that all aspects of the SMS are reviewed
  - ◆ that reviews are at pre-determined intervals
  - ◆ that necessary changes are:
    - identified
    - implemented
    - tracked
- ii) The process is consistently performed as documented

2. Documentation

2.1 Identification and Maintenance of Applicable Regulations

- i) A structured process is in place which ensures that:
  - ◆ all relevant regulatory and industry best practices are identified
  - ◆ responsibilities for specific compliance issues are clearly defined and documented
  - ◆ changes to regulatory requirements or industry best practices are identified on a regular scheduled basis
  - ◆ compliance is verified on a regular scheduled basis
  - ◆ a log of compliance management activities is maintained
- ii) Processes are consistently performed as documented

2.2 SMS Documentation

- i) There are structured processes with respect to all SMS documents which ensure:
  - ◆ clear accountabilities for document maintenance
  - ◆ regular scheduled document review

- ◆ amendments tracking
- ◆ page control
- ◆ master copies are identified
- ii) Documents contain clear procedure and process descriptions
- iii) All SMS and SMS-related documents are identified
- iv) All other management, administrative, procedural and safety documents are identified
- v) Processes are consistently performed as documented

### 2.3 Records Management

- i) There are documented processes which:
  - ◆ identify all records that are to be retained
  - ◆ identify retention times for all such records
- ii) Company processes and procedures appropriately describe
  - ◆ record structure, form and content
  - ◆ where records are to be retained

## 3. Safety Oversight

### 3.1 Definitions

- i) occurrences and hazards are clearly defined

### 3.2 Reactive/Proactive Processes - Reporting

- i) There is a defined safety reporting system that utilizes published forms or on-line systems that:
  - ◆ is readily available to all personnel
  - ◆ includes definitions of occurrence/hazard types
  - ◆ enables all personnel to report all defined occurrence/hazard types
  - ◆ includes data fields for all relevant information
  - ◆ includes procedures for submitting reports
  - ◆ provides for feedback or follow-up to the person submitting the report including:
    - actions taken as a result of the report, or
    - an explanation of decisions not to act with respect to a particular report
  - ◆ documenting and reporting observed hazards
- ii) Quality Assurance audit findings are included as part of the management review.

### 3.3 Investigation and Analysis

- i) There are defined investigation processes that include guidelines for:
  - ◆ investigation procedures
  - ◆ reporting
- ii) There are defined data analysis processes that provide for:
  - ◆ reporting on analysis results to management and employees as appropriate
- iii) There are defined tracking procedures that provide for:
  - ◆ identifying all planned hazard monitoring/mitigation plans
  - ◆ ensuring that all monitoring/mitigation is completed as scheduled
  - ◆ ensuring that all follow-up review or evaluation actions are completed as scheduled

### 3.4 Risk Management

- i) There is documentation which describes the organizations acceptable level of risk which considers:
  - ◆ probability
  - ◆ severity
- ii) There is a clear statement of expected response to various degrees of risk:
  - ◆ stopping an activity until an unacceptable risk is reduced to a lower level
  - ◆ continuing an activity with ongoing risk monitoring or additional mitigation
  - ◆ continuing an activity utilizing established risk mitigation
- iii) There is a clear statement of circumstances when the risk management processes shall be utilized.
- iv) There is a structured risk management process that includes procedures and tools for:
  - ◆ defining hazards
  - ◆ assessing the risks associated with each hazard
  - ◆ relating risks to the organization's acceptable risk level
  - ◆ ensuring that mitigation measures are implemented as planned
  - ◆ evaluating results to ensure that:
    - identified hazards have been eliminated, or that their associated risks have been reduced to an acceptable level
    - no additional unacceptable risks have been created

## 4. Training

### 4.1 Training, Awareness and Competence

- i) There are processes for:
  - ◆ providing initial training

- ◆ providing recurrent training as applicable
- ◆ determining dates by which training is required
- ◆ delivering identified training
- ◆ evaluating results
- ◆ maintaining accurate and complete training records

## 5. Quality Assurance

### 5.1 Operational Quality Assurance

- i) Operational QA is being performed in accordance with CARs and the company's Transport Canada approved manual
- a) Maintenance Quality Assurance Systems
  - i) Maintenance QA is being performed in accordance with CARs and the company's Transport Canada approved manual
  - ii) There are documented procedures to ensure that safety related Maintenance QA findings are appropriately referred to the company's occurrence/hazard reporting system
- b) SMS Quality Assurance
  - i) There are structured processes for Quality Assurance that: 
    - ◆ address all programs, plans and procedures that comprise the organisation's safety management systems
    - ◆ contain situational criteria or cyclical schedules to trigger the audit process
    - ◆ document audit findings
    - ◆ refer safety related QA findings to the company's occurrence/hazard reporting system
    - ◆ *(insert list of management areas)*

## 6. Emergency Preparedness

### 6.1 Emergency Preparedness and Response

- i) contain clear responsibilities and accountabilities
- ii) identify a range of emergency situations such as:
  - ◆ operational emergencies
  - ◆ workplace accidents
  - ◆ natural and man-made disasters
  - ◆ social or political events
- iii) establish response requirements for
  - ◆ initial reporting
  - ◆ immediate actions
  - ◆ longer term actions

iv) address a range of issues such as:

- ◆ communications contacts and/or procedures for all staff
- ◆ passenger and crew welfare
- ◆ liaison with relevant civil or police investigations
- ◆ preservation of evidence
- ◆ internal investigation
- ◆ wreckage or debris management and clean-up
- ◆ insurance procedures
- ◆ media relations

v) identify plan distribution requirements

vi) identify test procedures

vii) identify training requirements

viii) identify plan maintenance requirements

\_\_\_\_\_  
Auditor

\_\_\_\_\_  
Date





