

## SECTION 1: ADMINISTRATION AND CONTROL OF THE SAFETY MANAGEMENT SYSTEM MANUAL

### 1. INTRODUCTION

- (a) This SMS Manual reflects the approved safety policies, regulations and procedures for the management of safety risks and integrates operations and technical systems with financial and human resource management for all activities of **Bushveld Air Charters (Pty) Ltd**. The policies and procedures contained in this Manual provide basic safety philosophies and include general procedures and regulations applicable to all organization personnel.
- (b) The procedures and policies contained herein supplement the Regulations. This Manual is to be used for guidance of management, flight, ground and maintenance personnel involved in the provision of the air service.
- (c) All personnel shall either have easy access to those parts of the SMS Manual as are relevant to their duties, or have been issued with a personal copy of those parts. It is the responsibility of each person to ensure that he/she is familiar with the contents of this Manual and that he/she follows the procedures laid out herein.
- (d) Personnel shall adhere to the rules and regulations contained in this Manual at all times. In the event of willful or negligent disobedience to these rules and regulations, the personnel concerned shall be subject to disciplinary, legal or penal action.
- (e) The South African Civil Aviation Authority has been issued with a copy of this Manual and shall receive and approve all amendments and revisions hereto.
- (f) Nothing contained in this Manual shall prevent personnel from exercising their own better judgment during any situation for which the Manual makes no provision or in an emergency.

### 2. PHILOSOPHY

- (a) At Bushveld Air Charters (Pty) Ltd safety and security is our highest priority. This is embodied in a formal written safety policy endorsed by the CEO of the Company.
- (b) Bushveld Air Charters (Pty) Ltd operates an “embedded” Safety Management System (SMS). Flight Operations, acting as an independent and impartial department, is responsible for the oversight, development, maintenance and integrity of the SMS. However, the Safety Officer and managers are responsible for the safety of all activities under their direct control. Hence safety at Bushveld Air Charters (Pty) Ltd is “embedded” rather than “centralized”.
- (c) Flight Operations investigates all accidents, and selected incidents and occurrences associated with the Bushveld Air Charters (Pty) Ltd operation, from which recommendations will lead to increase safety in the workplace.
- (d) A published Operations Department mission & vision statement.
- (e) A published, Non-Punitive Reporting Policy.
- (f) Bushveld Air Charters (Pty) Ltd actively promotes a culture in which, “Safety and Security is everyone’s responsibility”.

### 3. APPLICABILITY

- (a) The policy, responsibilities and procedures as described in this Manual shall apply to all permanent, part-time and contract managers, aircrew and personnel of **Bushveld Air Charters (Pty) Ltd** as well as third party service providers.
- (b) Willful violation or non-compliance with any of the stipulations of this Manual shall lead to disciplinary action.

4. **CONFIDENTIALITY**

This Manual shall be treated as an organization confidential document and copies thereof shall be distributed only to personnel required or on a “need to know” basis.

5. **REFERENCE AND MEANINGS**

- (a) Any reference in this Manual to the “Air Operator”, the “Organization”, the “Air Service” and/ or the “Operator”, shall mean **Bushveld Air Charters (Pty) Ltd**
- (b) The following terms shall have the meaning outlined below:
  - (i) “**Shall**” or an action verb in the imperative sense means that the application of a rule or procedure or provision is mandatory. (“Must” is used as an alternative to “Shall”).
  - (ii) “**Should**” means that the application of a procedure or provision is recommended.
  - (iii) “**May**” means that the application of a procedure or provision is optional.

6. **ABBREVIATIONS**

AOC means Aircraft Operating Certificate.  
CARs mean the South African Civil Aviation Regulations, 1997.  
CATS mean the South African Civil Aviation Technical Standards, 1997.  
CEO means the Chief Executive Officer.  
ERP means the Emergency Response Plan of **Bushveld Air Charters (Pty) Ltd**  
MTOW means Maximum Take-off Weight.  
SACAA means South African Civil Aviation Authority.  
SHOR means Safety/Hazard Observation Report Form.  
SMS means Safety Management System.

7. **CONTENTS AND COMPOSITION OF THIS MANUAL**

- (a) This Manual contains safety procedures and instructions that are to be adhered to by the relevant personnel of **Bushveld Air Charters (Pty) Ltd**.
- (b) The conduct of safe and efficient flight operations requires that all personnel be fully aware of the areas of responsibility of the different supervisory personnel, pilots and managers.
- (c) The functions of the supervisory personnel responsible for the establishment, administration and maintenance of safety standards are described in detail in this Manual.
- (d) This SMS Manual contains the following sections:
  - Section 1: Administration and Control
  - Section 2: Scope of the safety management system
  - Section 3: The safety policy and objectives
  - Section 4: Safety accountabilities
  - Section 5: Key safety personnel
  - Section 6: Documentation control
  - Section 7: Emergency response plan
  - Section 8: Hazard identification and risk management
  - Section 9: Safety assurance
  - Section 10: Safety performance monitoring
  - Section 11: Safety auditing

Section 12:	Management of change
Section 13:	Safety promotions
Section 14:	Safety reporting system
Section 15:	Cabin safety

## 8. **AMENDMENTS, REVISION AND DISTRIBUTION OF THIS MANUAL**

### 8.1 **GENERAL**

- (a) The Air Service Safety Officer shall be responsible for:
  - (i) Amendment and revision of the SMS Manual.
  - (ii) Issuance and insertion of amendments and revisions.
  - (iii) Ensuring the currency and validity of the SMS Manual.
  - (iv) Issuance of individual copies of the SMS Manual and for ensuring that appropriate amendments are dispatched to the holders of the copies, as identified in paragraph 1.8.7 of this section.
  - (v) Keeping the master copy of the SMS Manual in a safe place at the main base of operation.
- (b) Each copy volume shall be numbered individually to ensure adequate control of the copies of the Manual and their amendments. A complete record shall be kept by the Air Service Safety Officer of the distribution of each copy of the SMS Manual. Refer to the List of Controlled Copy Holders (Distribution List) contained in paragraph 1.8.7 of this section.

### 8.2 **RECORD OF AMENDMENTS TO THIS MANUAL**

- (a) Amendments shall be made as and when required. This implies that external or variable factors may dictate that an amendment be made and submitted in the correct manner and in adherence to the procedures as indicated below.
- (b) Amendments shall be required when:
  - (i) Legislative changes require an amendment to the contents of the SMS Manual.
  - (ii) An applicable amendment is effected to the air service licenses or scope of operations.
  - (iii) Changes are effected to key personnel.
  - (iv) By trial, misfortune, examination or practical experience the contents, a section or paragraph of this Manual is found to be a risk to aviation safety.
- (c) Amendments shall be numbered sequentially (e.g. Amendment 001, Amendment 002, Amendment 003, etc.). The status of a particular page shall be reflected in the appropriate space in the header of each page. Each amendment shall also have an effective date (the date on which the amendment was made).
- (d) The amendment shall be forwarded to the SACAA for consideration. Two master versions of the amendment (i.e. only those pages affected by the proposed amendment) shall be submitted. The amendment shall be accompanied by:
  - (i) An explanatory covering letter.
  - (ii) The revised List of Effective Pages.
  - (iii) The revised Amendment Record Sheet.

- (e) The amendment shall only become effective once approved by the SACAA. However, the effective date (or the date of insertion) shall be null and void if the SACAA does not approve an amendment. An amendment shall remain a proposal until the SACAA has given its consent or approval.
- (f) On receipt of the SACAA's approval, the Air Service Safety Officer shall ensure that all copyholders of this SMS Manual receive the revised pages affected by the amendment. It remains the sole responsibility of the Air Service Safety Officer to ensure that the master copy is kept current and valid. In case of a dispute or discrepancy the master copy shall be the only true and valid version of the SMS Manual.

### 8.3 HANDWRITTEN AMENDMENTS

- (a) Amendments to this Manual shall, as a rule, be in the prescribed page format and in adherence to the procedures laid down in paragraph 1.8.2 above to effect such an amendment.
- (b) Amendments shall be approved by the Air Service Safety Officer. Such amendments shall then be incorporated in the SMS Manual in terms of the procedures laid down in paragraph 1.8.2 above. Should a situation arise where time and safety considerations are of the essence, handwritten amendments may be made. Such a situation must be of a critical nature (i.e. critical to air service operation, maintenance or flight safety in general) with an immediate or short-term impact as a result of the content of this Manual. The Air Service Safety Officer shall forthwith prepare and submit an amendment to the SACAA for approval.
- (c) However, as a general rule, handwritten amendments to this Manual shall not be accepted nor issued.
- (d) The Air Service Safety Officer shall in the most immediate and pressing cases resort to circulating an internal organization memo to all personnel concerned. Such a memo shall have a checklist to ensure that every person required to adhere to, to attend to or to take note of the matter at hand, has examined the said memo.
- (e) Such internal organization memos shall be made permanent by effecting an amendment to the SMS Manual. As soon as is practically possible, the Air Service Safety Officer shall convert the memo to the format of an amendment and submit it to the SACAA for approval.

### 8.4 REVIEW OF THIS MANUAL

- (a) The safety manual (and this SMS Manual) shall be reviewed at least bi-annually to ensure it remains relevant and appropriate to **Bushveld Air Charters (Pty) Ltd**. The SMS Manual shall be reviewed on a suitable date as decided by the Air Service Safety Officer and may be delayed or a revision be waived if the Air Service Safety Officer decides that such a revision is not necessary or critical to flight safety. The Air Service Safety Officer shall keep record of all dates of revision even if revision did not necessitate an amendment to the Manual.
- (b) The review may take the form of an internal audit. The Air Service Safety Officer may call on the assistance or input of any other staff member employed by **Bushveld Air Charters (Pty) Ltd** an external person or organization may be tasked to perform this audit.
- (c) The main aim of an audit of the SMS Manual for purposes of a revision will, inter alia, is to determine the following:
  - (i) Applicability to all types of flight operations performed by **Bushveld Air Charters (Pty) Ltd**.
  - (ii) Conformity and adherence to the minimum legislative requirements.
  - (iii) Simplicity and clarity of the content and text.

- (iv) The incorporation of practical experience gained in the operation of the air service with regard to flight and ground safety in general.
- (v) Improvements to the scope and content of the SMS Manual pertaining to flight and ground safety.

#### 8.5 LIST OF EFFECTIVE PAGES

- (a) The List of Effective Pages is enclosed in the introductory part of this Manual.
- (b) This list contains all pages of the SMS Manual and shall accompany all amendments submitted to the SACAA.
- (c) The list contains the page number, effective date and amendment status of each page.

#### 8.6 TEMPORARY REVISIONS

- (a) Temporary revisions or amendments shall not be included in this SMS Manual. Matters of a temporary nature shall be addressed in an internal organization memo or be part of a particular flight briefing.
- (b) Temporary revisions shall not contradict the contents of the SMS Manual, unless the non-adherence thereof will jeopardize aviation safety. The decision to implement a temporary revision shall be made by the Air Service Safety Officer or CEO.

#### 8.7 MANDATORY DISTRIBUTION

- (a) The Air Service Safety Officer is responsible for the distribution of amendments of all controlled copies of the SMS Manual, as stated in paragraph 8.2 above.
- (b) The following persons shall be formal copyholders of this SMS Manual of **Bushveld Air Charters (Pty) Ltd**:

Copy Number	Position
01 Master	Air Service Safety Officer
2	SACAA
3	Chief Executive Officer
4	Responsible Person: Flight Operations
5	Responsible Person: Aircraft
6	Quality Assurance Manager
7	Chief Pilot
8	Flight Operations Control Room (Sinoville)

## SECTION 2: SCOPE OF THE SAFETY MANAGEMENT SYSTEM

### 2.1 COMMITMENT AND POLICY STATEMENT

- (a) The responsible personnel of **Bushveld Air Charters (Pty) Ltd** as approved by the Air Service Licensing Council is acutely aware of the operator's responsibility to the regulator, its personnel and its customers to provide a safe and reliable air service.
- (b) **Bushveld Air Charters (Pty) Ltd** unconditionally accepts this responsibility with regard to aviation safety in accordance with all requirements. Safe operations are the primary concern of **Bushveld Air Charters (Pty) Ltd**.
- (c) **Bushveld Air Charters (Pty) Ltd** shall provide the necessary human and financial resources for the implementation and maintenance of the SMS.
- (d) An unwavering commitment to defined safety standards and procedures by all personnel of **Bushveld Air Charters (Pty) Ltd** is essential for its well-being, its reputation and business performance.
- (f) All operations shall comply with safety requirements as stipulated by ICAO, the Civil Aviation Regulations, and the Civil Aviation Technical Standards.
- (g) Ultimate responsibility for safety at **Bushveld Air Charters (Pty) Ltd** rests with the Chief Executive Officer. Responsibility for making operations safer for everyone lies with each one of us. Each Responsible Person is responsible for implementing the safety management system in his/her area of responsibility, and will be held accountable to ensure that all reasonable steps are taken to prevent incidents and accidents.

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Chief Executive Officer

Date: \_\_\_\_\_

### SECTION 3: THE SAFETY POLICY AND OBJECTIVES

#### 3.1 SAFETY POLICY

- (a) The Management and all personnel of **BUSHVELD AIR CHARTERS (PTY) LTD** have committed themselves to a safety plan of reducing risks and hazards normally associated with the aviation industry through a Safety Management System (SMS). This commitment encompasses the full integration of a safety culture, safety policy and safety objective in a pro-active approach to aviation safety.
- (b) The critical safety functions of responsible people are in the areas of strategy and leadership. Management will provide a vision for safety management and adequate resources to achieve this level of safety.
- (c) The SMS relies on the development of a reporting culture by all employees. A just reporting system forms the framework around which the SMS is structured. It is a vehicle for ensuring that hazards and safety deficiencies are brought to the attention of those who have the authority to make changes. This approach ensures the co-existence of authority and accountability.
- (d) The safety policy ensures that a fatigue management system forms a core part of the personnel rostering and staffing requirements and at no time shall personnel be required to work clock times, extended hours, or variable shifts that will compromise safety as a result of fatigue.
- (e) It is the mission of **BUSHVELD AIR CHARTERS (PTY) LTD** to develop and administer policies, procedures and services in order to provide the safest possible air service.

#### 3.2 SAFETY OBJECTIVE

The objective is to anticipate, recognize, evaluate and control safety hazards which may cause injury to persons or property. This includes the lives and well being of **BUSHVELD AIR CHARTERS (PTY) LTD**'s personnel and each end-user of services. As safety is regarded as a priority:

- (a) **BUSHVELD AIR CHARTERS (PTY) LTD** must establish a solid foundation for safety efforts.
- (b) **BUSHVELD AIR CHARTERS (PTY) LTD** must care about the safety of our customers and personnel.
- (c) **BUSHVELD AIR CHARTERS (PTY) LTD** must believe that every person in the company can and has a duty to prevent accidents.
- (d) **BUSHVELD AIR CHARTERS (PTY) LTD** shall encourage open safety communications within the company.
- (e) **BUSHVELD AIR CHARTERS (PTY) LTD** shall provide the necessary training to build and maintain meaningful leadership skills.

## SECTION 4: SAFETY ACCOUNTABILITIES

### 4.1 INTRODUCTION TO SAFETY MANAGEMENT

- (a) The SMS and safety plan of **BUSHVELD AIR CHARTERS (PTY) LTD** is a systematic and comprehensive process for managing safety risks. It provides for goal setting, planning and measuring of performance.
- (b) The SMS represents the most current techniques in accident prevention and recognizes that many accidents and incidents are the result of a complex, but unintended interaction of multiple factors.
- (c) The SMS is initiated and utilized to collect and analyze safety data. This includes:
  - (i) Safety goals and evaluation of progress toward these goals.
  - (ii) Records of accidents and incidents, including findings and corrective actions.
  - (iii) Safety concerns raised by employees, including analysis and resultant action.
  - (iv) Result of safety reviews and audits and corrective action.
  - (v) Records of all safety initiatives or interventions.
- (d) In order to implement and maintain the SMS the Air Service Safety Officer has his own fully and suitably equipped office.

### 4.2 DESCRIPTION AND QUALITIES OF SAFETY MANAGEMENT

- (a) The SMS consists of various parts working in harmony to identify and correct safety hazards before they evolve into accidents/incidents. If any part of the system is taken away, the whole system fails.
- (b) The SMS of **BUSHVELD AIR CHARTERS (PTY) LTD** consists of the following essential elements:
  - (i) Management commitment.
  - (ii) Safety oversight, including reactive (occurrence and hazard reporting) and pro-active (safety assessment) processes.
  - (iii) Safety policy and objective.
  - (iv) Developing a safety culture.
  - (v) Safety information.
  - (vi) Establishing safety as a core value.
  - (vii) Setting safety goals.
  - (viii) Hazard identification and risk management.
  - (ix) Establishing a safety reporting system.
  - (x) Accident and incident reporting and investigation.
  - (xi) Safety orientation and recurrent training.
  - (xii) Emergency response plan.
  - (xiii) Record keeping and documentation.
  - (xiv) Internal auditing.
- (c) The elements outlined in paragraph (b) above are discussed in depth in this SMS Manual.

### 4.3 COMPANY INFORMATION

**BUSHVELD AIR CHARTERS (PTY) LTD t/a Bushveld Air Charters (Pty) Ltd Cargo**, is the holder of air service license N958D which permit international and domestic non-scheduled (charter) operations, transporting passengers and cargo with fixed wing aircraft with a MTOW below 2700 kg.

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## SECTION 5: SAFETY PERSONNEL

### 5.1 ROLES, RESPONSIBILITIES AND AUTHORITY FOR SAFETY MANAGEMENT

- (a) The organizational structure of **BUSHVELD AIR CHARTERS (PTY) LTD** can be find in *Annexure A*.
- (b) The following office bearers have been approved in the Management Plan by the Licensing Councils (in terms of the Air Services Licensing Act, 1990 and the International Air Services Act, 1993) and the SACAA:

Position	Approved Person
Chief Executive Officer	JT Marais
Responsible Person: Aircraft	JT Marais
Responsible Person: Flight Operations	JA van Zyl
Air Service Safety Officer	JA van Zyl
Quality Assurance Auditor	E Leslie

- (c) The duties and responsibilities of all the above-mentioned key personnel, including safety instructions and accountability, are contained in the following documents:
  - (i) Management Plan of **BUSHVELD AIR CHARTERS (PTY) LTD** (approved by the Air Services Councils).
  - (ii) SACAA approved Part 135 Operations Manual of **BUSHVELD AIR CHARTERS (PTY) LTD**.
  - (iii) SACAA approved Maintenance Control Manual of **BUSHVELD AIR CHARTERS (PTY) LTD**.
  - (iv) This SMS Manual.
- (d) The success of the SMS relies on the acceptance of a responsible and authoritative role for safety by all staff. Thus, the development of a reporting culture by all employees is crucial. The SMS is a vehicle for ensuring that hazards and safety deficiencies are brought to the attention of those who have the authority to make changes.
- (e) The SMS holds management accountable for safety-related action or interaction and ensures that authority and accountability co-exist.
- (f) The Air Service Safety Officer acts independently of other sections of the company. The position requires the highest degree of integrity and the ability to cope with rapid changing circumstances in varying situations without supervision.

### 5.2 RESPONSIBILITIES OF THE AIR SERVICE SAFETY OFFICER

The main responsibilities of the Air Service Safety Officer are to:

- (a) Ensure that the air service operates in a safe and reliable manner and advise the CEO on all matters relating to the safe operation.
- (b) Implement and maintain the SMS of **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (c) Ensure the validity and currency of all related documents.

- (d) Ensure that the provisions of this Manual are fully complied with in respect of civil aviation safety.
- (e) Ensure that all personnel have the appropriate knowledge, qualifications, skills, experience and training to perform or supervise their assigned duties in respect of civil aviation safety. Full particulars of all personnel will be maintained on record.
- (f) Ensure that all flight crew are regularly advised on aspects of flight safety.
- (g) Effect all amendments, updates or changes to this Manual and to all controlled copies thereof.
- (h) Review this Manual bi-annually in accordance with the relevant procedure described in Section 1 of this Manual.
- (i) Identify, record and report any problems or findings.
- (j) Submit all accident and/or incident reports to the CEO and the SACAA in the prescribed manner.
- (k) Liaise on safety matters with SACAA, airport authorities, the Airports Company, third party service providers and the Air Traffic Navigation Services Company.
- (l) Oversee the safety of all personnel, aircraft, property and equipment of the **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (m) Conduct all aviation safety matters in a professional manner.
- (n) Report any irregularities and/or shortcomings to the CEO.
- (o) Remain abreast of new developments regarding aviation safety, both locally and internationally.
- (p) Co-operate with the relevant sections within **BUSHVELD AIR CHARTERS (PTY) LTD** regarding all safety matters.
- (q) Co-operate with the training section with regards to safety training of flight, cabin and ground crews, as applicable.
- (r) Supervise aircraft handling regarding matters related to safety in cooperation with ground support services.
- (s) Investigate all incidents and accidents involving the aircraft, equipment and property of **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (t) Co-ordinate with security personnel to ensure all aspects of security regarding company aircraft.
- (u) Develop and maintain a mandatory occurrence and hazard reporting system.
- (v) Comply with the standards relating to the conveyance of dangerous goods.
- (w) Conduct safety audits as a means of identifying risk areas.
- (x) Establish an emergency plan should an accident occur, which includes the actions to be followed by relevant personnel.
- (y) Promulgate flight safety bulletins to all staff within **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (z) Conduct meetings with all relevant personnel regarding safety matters.

### 5.3 QUALITY CONTROL

The Quality Assurance Auditor of **BUSHVELD AIR CHARTERS (PTY) LTD** is responsible for the following safety control duties within the Quality Assurance System:

- (a) Monitor compliance with and the adequacy of procedures required to ensure safe operation and operational practices.
- (b) Monitor the procedures to ensure airworthiness of aircraft.
- (c) Establish, implement, maintain and amend the Quality Control System as may be required from time to time to reflect the operational safety environment of **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (d) Monitor that the minimum safety standards, required in terms of the CARs, and additional requirements defined by **BUSHVELD AIR CHARTERS (PTY) LTD** in respect of flight operations, maintenance, crew training and ground operations are being achieved.
- (e) Maintain relationships with personnel who are conducive to ensuring that directives and non-compliance are dealt with efficiently and permanently.
- (f) Report findings and recommendations to the Air Service Safety Officer and CEO, as prescribed in the Quality Control System.
- (g) Retain of records associated with the quality programmed and audits.

## SECTION 6: DOCUMENTATION CONTROL PROCEDURES

### 6.1 INTRODUCTION

All safety related documents shall be kept for a period of Five years.

### 6.2 DOCUMENTARY REQUIREMENTS

#### 6.2.1 IDENTIFICATION OF APPLICABLE AVIATION SAFETY REGULATIONS

- (a) **BUSHVELD AIR CHARTERS (PTY) LTD** is governed by the following aviation safety regulations and standards:
  - (i) ICAO documentation and regulatory references.
  - (ii) The Civil Aviation Safety Regulations of 1981.
  - (iii) The Civil Aviation Regulations, 1997.
  - (iv) The Civil Aviation Technical Standards, 1997.
- (b) All personnel of **BUSHVELD AIR CHARTERS (PTY) LTD** have access to all pertinent technical and regulatory information by means of the library and computer access to all pertinent files.

#### 6.2.2 DOCUMENTARY SYSTEM FOR EACH COMPONENT OF SAFETY MANAGEMENT

The documentary system that includes each component of the SMS is the Quality Assurance System, as contained in Section 4 of Part 1 of the Flight Operations Manual.

#### 6.2.3 CHANGES TO ORGANIZATION DOCUMENTATION DUE TO CHANGES TO AVIATION SAFETY REGULATIONS OR STANDARDS

- (a) The Air Service Safety Officer is responsible for receiving any incoming correspondence of changes to aviation safety regulations or standards such as AIP's, AIC's, NOTAMS and amendments to the four volumes of the Aviation Legislation of South Africa.
- (b) The Air Service Safety Officer takes responsibility for the activity and procedure to be followed to amend company documentation to incorporate the changes to aviation safety regulations or standards.

#### 6.2.4 MAINTENANCE OF CURRENT, APPLICABLE AND EFFECTIVE DOCUMENTATION

- (a) Each manager is responsible for the currency of documentation used in his/her applicable section.
- (b) Each Manual of **BUSHVELD AIR CHARTERS (PTY) LTD** is regularly reviewed (as per the stipulation in the applicable manual).
- (c) The Quality Assurance System ensures that all manuals are updated as and when changes within the company occur.
- (d) All records within **BUSHVELD AIR CHARTERS (PTY) LTD** is correctly maintained, protected, retrieved, disposed of, controlled and amended by means of an effective Quality Assurance System.

### 6.3 SAFETY MANAGEMENT TRAINING RECORDS

As more fully stated in Section 14 of this Manual, all records regarding indoctrination and recurrent safety awareness training shall be documented for each employee and these records shall be maintained for three years.

### 6.4 AUDIT AND INVESTIGATION RESULTS

- (a) All audits and investigations are assigned by unique record number and are tracked through the safety database. Findings and actions are also assigned reference numbers for tracking purposes and are stored electronically in the safety database.
- (b) Hard copies of all audits, investigations, findings, actions and risk analysis reporting are filed by the Air Service Safety Officer.

### 6.5 SAFETY REPORTING REQUIREMENTS

- (a) As more fully stated in Section 14 of this Manual, two types of reporting forms are used by **BUSHVELD AIR CHARTERS (PTY) LTD** with regard to occurrences, incidents, hazards and accidents.
- (b) In terms of the risk management program (refer to Section 8 of this Manual) further record is kept of occurrences jeopardizing the safety standards of **BUSHVELD AIR CHARTERS (PTY) LTD**.
- (c) The Air Service Safety Officer shall report any significant safety concern identified through the SMS of **BUSHVELD AIR CHARTERS (PTY) LTD** to the Commissioner of Civil Aviation within seven days of verification.
- (d) Safety information regarding the top twenty hazards identified by **BUSHVELD AIR CHARTERS (PTY) LTD** shall be submitted to the Commissioner of Civil Aviation annually.
- (e) All safety information reported to the Commissioner shall be in the format specified in the tables contained in Section 8 of this Manual.

## **SECTION 7: EMERGENCY RESPONSE PLAN**

The Emergency Response Plan of **BUSHVELD AIR CHARTERS (PTY) LTD** is a separate company document and forms part of this SMS.

## SECTION 8: HAZARD IDENTIFICATION AND RISK MANAGEMENT

### 8.1 INTRODUCTION

- (a) **BUSHVELD AIR CHARTERS (PTY) LTD** shall develop and maintain a formal process that ensures that hazards in operations are identified. Hazard identification shall be based on a combination of reactive, proactive and predictive methods of safety data collection.
- (b) The Air Service Safety Officer is the person responsible for establishing and maintaining the risk policy and procedures throughout the company as part of the development of the SMS program. Each department head is furthermore responsible for establishing and managing his/her own risk policy objectives and identifying activities within his/her own departments that require the application of formal risk management techniques.
- (c) The Air Service Safety Officer is the chairman of the Risk Management Review Committee. Refer to paragraph 8.4 of this section of the SMS Manual.

### 8.2 SAFETY RISK POLICY AND RISK OBJECTIVES

- (a) The safety risk policy and objectives of **BUSHVELD AIR CHARTERS (PTY) LTD** is to provide an overarching structure to guide activities for which risk management is required. It provides for the consistent application of Risk Management principles and techniques throughout the company.
- (b) Activities requiring risk management are the following:
  - (i) Proposed changes to operating policies and procedures.
  - (ii) New or changed equipment.
  - (iii) Changes to key personnel.
  - (iv) Rapid organizational changes.
  - (v) Substantial changes to regulatory requirements or procedures.
  - (vi) Hazards identified through the safety database.
  - (vii) Any other activity identified by the Air Service Safety Officer that would require a risk management process to be applied.

### 8.3 RISK MANAGEMENT SUPPORT

- (a) The Air Service Safety Officer is responsible for providing training and support for all persons employed by **BUSHVELD AIR CHARTERS (PTY) LTD** in the application of risk management techniques relevant to their area of operation by means of an in-house Risk management course.
- (b) Support will consist of coordinating, assisting in the development of, and implementing of individual department's risk policy and objectives consistent with the aim of establishing a standardized risk management program throughout the company.
- (c) The Safety Manager is responsible for establishing a risk register and the Risk Management Review Committee.

### 8.4 RISK MANAGEMENT REVIEW COMMITTEE

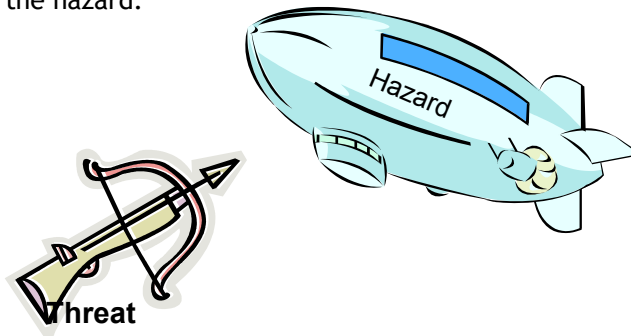
- (a) The Air Service Safety Officer is the chairman of the Risk Management Review Committee. The other members of the Committee are:
  - (i) The Responsible Person: Aircraft.
  - (ii) The Responsible Person: Flight Operations.
  - (iii) The Quality Assurance Manager.
  - (iv) Cabin Services Manager.
  - (v) Administrative Manager.
  - (vi) Ground Operations Manager.
- (b) The Risk Management Review Committee will monitor and review the risk policy and objectives and maintain a register of activities that require formal application of risk management techniques.
- (c) The Committee is seen as the cross functional team lending different view points to the aims and objectives set by the Committee.
- (d) The risk management program will be subject to the auditing program of **BUSHVELD AIR CHARTERS (PTY) LTD.**

8.5 RISK MANAGEMENT FLOW CHART

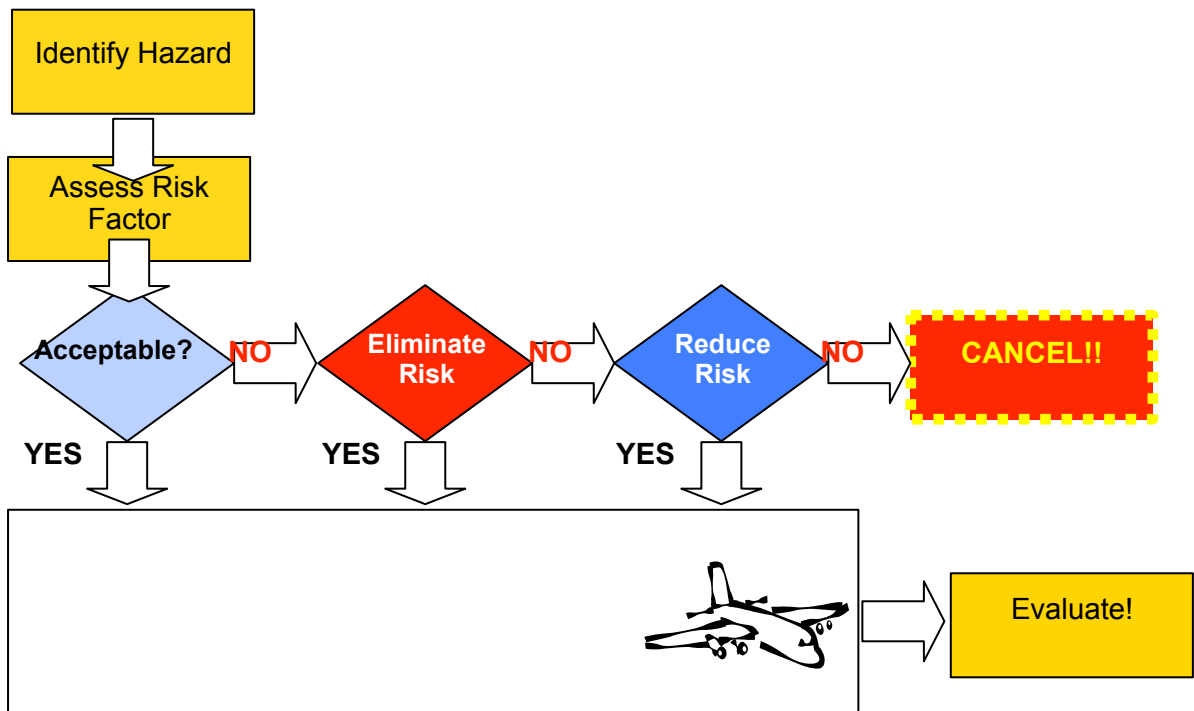
The risk management flow chart, outlined on page 25, is used as the standard for hazard identification, risk assessment and risk management.

Threat

Causes the release of the hazard.



1 Risk Management Process



2 Calculating / Assessing Risk Factor

- Risk Factor = Probability (1-5) X Severity (1-5) - Exposure
- The Risk Factor may be reduced by factoring in the Exposure to the hazard.

	Very Low (1)	Low (2)	Medium (3)	High (4)	Very High (5)
Very High (5)	5	10	15	20	25
High (4)	4	8	12	16	20
Medium (3)	3	6	9	12	15
Low (2)	2	4	6	8	10
Very Low (1)	1	2	3	4	5

3 Rationale for Risk Management

- Every situation has hazards.
- No one knows all the hazards
- Hazards are not equally consequential.
- All situations require balance (Risk vs. Benefit)
- Limited resources available to identify, eliminate and control hazards.
- All serious hazards should be eliminated or controlled.

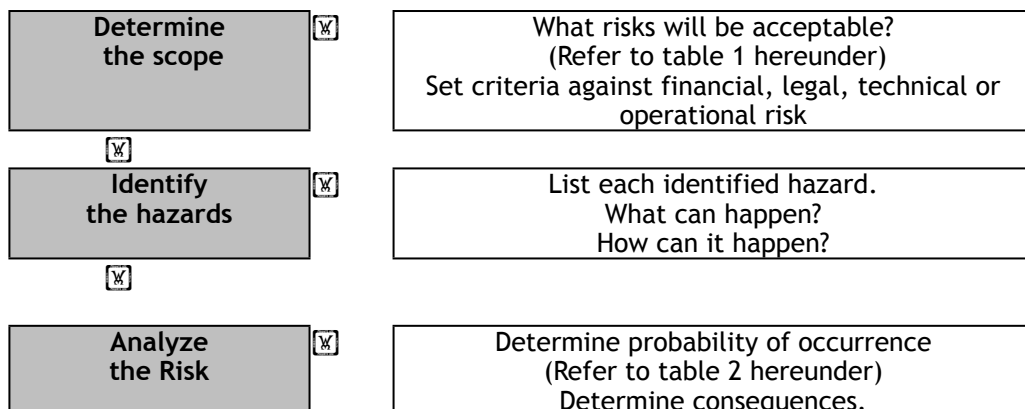
4 Risk Management Rules

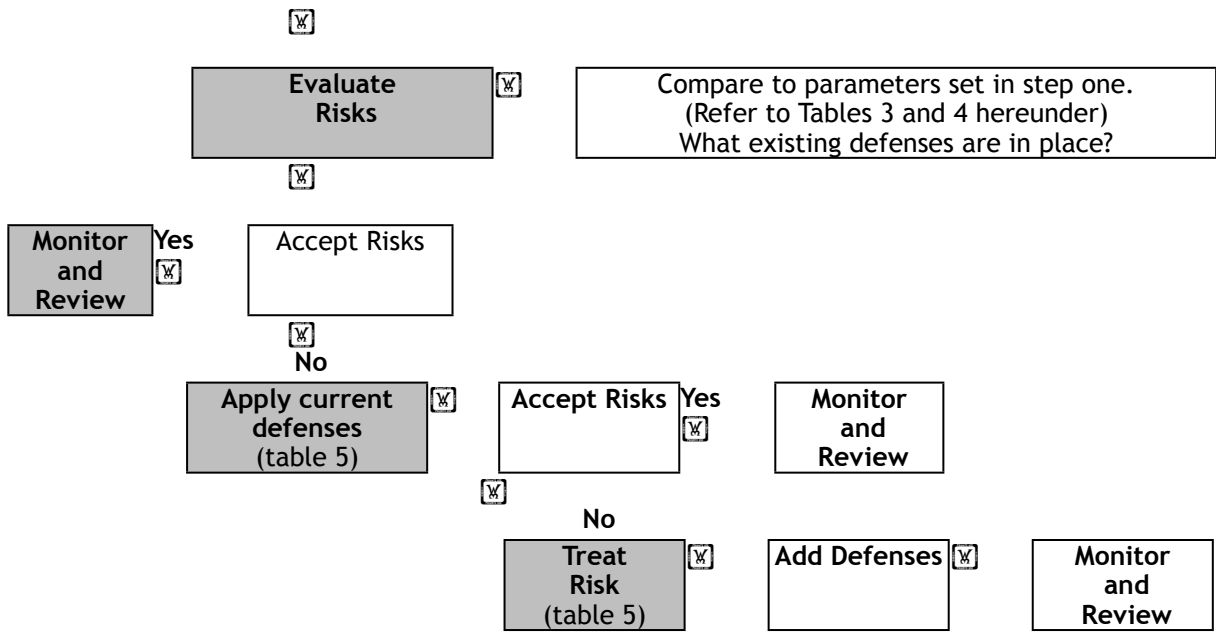
- No unnecessary risk should ever be accepted.
- Risk decisions should be made at the appropriate level.

5 Advantages of Risk Management

- Detect risk before loss.
- Quantifies the risk.
- Provides risk control alternatives.
- Greater integration of safety.
- Increased mission capability.

Risk Management Flow Chart





8.6 **RISK ASSESSMENT PROCESS**

- (a) The risk assessment process ensures analysis (in terms of probability and severity of occurrence), assessment (in terms of tolerability or acceptability) and control (in terms of mitigation) of risks to an acceptable level.
- (b) Once potential risks have been identified, it is useful to fully understand the impact that they might have if they remain unchecked. The following factors must be taken into consideration when assessing risk:
  - (i) Operational factors (such as weather information and approach aids).
  - (ii) Technical factors (such as interchangeability and aircraft type).
  - (iii) Human factors (such as availability of equipment, working environment and human resources).
- (c) The following matrixes are used for purposes of analyzing and assessing risk:

**Table 1: Severity of Occurrences**

Definition	Meaning	Value
<b>Catastrophic</b>	<ul style="list-style-type: none"> <li>• Equipment destroyed</li> <li>• Multiple deaths</li> </ul>	<b>A</b>
<b>Hazardous</b>	<ul style="list-style-type: none"> <li>• A large reduction in safety margins, physical distress or a workload such that personnel can't be relied upon to perform their tasks accurately or completely</li> <li>• Serious injury or death to a number of people</li> <li>• Major equipment damage</li> </ul>	<b>B</b>
<b>Major</b>	<ul style="list-style-type: none"> <li>• A significant reduction in safety margins, a reduction in the ability of the personnel to cope with adverse operating conditions as a result of increase in workload, or as a result of conditions impairing their efficiency</li> <li>• Serious incident</li> <li>• Injury to persons</li> </ul>	<b>C</b>
<b>Minor</b>	<ul style="list-style-type: none"> <li>• Nuisance</li> <li>• Operating limitations</li> <li>• Use of emergency procedures</li> <li>• Minor incident</li> </ul>	<b>D</b>
<b>Negligible</b>	<ul style="list-style-type: none"> <li>• Little consequences</li> </ul>	<b>E</b>

**Table 2: Probability of Occurrence**

Qualitative Definition	Meaning	Value
Frequent	Likely to occur many times (has occurred frequently)	5
Occasional	Likely to occur some time (has occurred infrequently)	4
Remote	Unlikely, but possible to occur (has occurred rarely)	3
Improbable	Very unlikely to occur (has not occurred)	2
Extremely Improbable	Almost inconceivable that will ever occur	1

**Table 3: Risk Severity**

Risk Probability	Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
5 - Frequent	5A High	5B High	5C High	5D Medium	5E Medium
4 - Occasional	4A High	4B High	4C Medium	4D Medium	4E Low
3 - Remote	3A High	3B Medium	3C Medium	3D Low	3E Acceptable
2 - Improbable	2A Medium	2B Medium	2C Low	2D Acceptable	2E Acceptable
1 - Extremely Improbable	1A Low	1B Low	1C Acceptable	1D Acceptable	1E Acceptable

**Table 4: Assessment Index**

Assessment	Suggested Criteria
High	Unacceptable under the existing circumstances
Medium	Risk control/mitigation requires management decision (with monitoring)
Low	Acceptable after review of the operation
Acceptable	Acceptable

**Table 5: Strategies for Risk Management and Control**

<b>Avoidance</b>	The operation or activity is cancelled because risks exceed the benefits of continuing the operation or activity
<b>Reduction</b>	The frequency of the operation or activity is reduced, or action is taken to reduce the magnitude of the consequences of the accepted risks
<b>Segregation of Exposure</b>	Action is taken to isolate the effects of risks or build-in redundancy to protect against it

*Note: All safety information reported to the Commissioner of Civil Aviation must be in the format as specified in the tables above. Also refer to Section 9 of this Manual.*

## SECTION 9: SAFETY ASSURANCE

### 9.1 INTRODUCTION

- (a) Safety Management Review Meetings are convened every six months and chaired by the Air Service Safety Officer.
- (b) The following persons form part of the Committee and shall attend the Safety Management Review Meetings:
  - (i) The Air Service Safety Officer (Chairperson).
  - (ii) The Chief Executive Officer.
  - (iii) The Responsible Person: Flight Operations.
  - (iv) The Responsible Person: Aircraft.
  - (v) The Quality Assurance Manager.
  - (vi) Representative from Dispatching Office.
- (c) The purpose of each meeting is to review the SMS of **BUSHVELD AIR CHARTERS (PTY) LTD**, which shall include review of:
  - (i) The safety policy.
  - (ii) Safety objectives.
  - (iii) Audit results.
  - (iv) Analysis of data and reports.
  - (v) Remedial actions.
  - (vi) Investigative actions.
  - (vii) Corrective actions.
  - (viii) Preventative actions.
  - (ix) Previous reports (closing the loop).
  - (x) Development of the safety culture.
  - (xi) The risk management process and results.
- (d) All agendas, minutes and actions shall be documented and kept for a period of three years.

### 9.2 SAFETY RELATED TRENDS AND ANALYSIS

- (a) The safety database system will be used to analyze all safety related occurrences and incidents for trends that might indicate a safety deficiency.
- (b) The trends will be prepared in a report and tabled at the Safety Management Review Meeting.

### 9.3 AUDIT AND INVESTIGATION RESULTS

- (a) Any audits and/or investigations conducted since the last meeting shall form part of the agenda items.
- (b) The objective in reviewing audits and investigations is to enable management to determine which policies, procedures and practices are correct and consistent and which may need to be revised to meet safety objectives.

9.4 **FINDINGS, CAUSES AND ACTIONS**

- (a) Any finds, causes or actions resulting from an audit or investigation will be reviewed during the meeting.
- (b) Actions related to audits or investigations will be assigned to the relevant manager for remedial or follow-up action. Minutes of the meeting will reflect the actions discussed with the relevant manager and the timetable for completion.

9.5 **ACTION TRACKING**

- (a) All actions as a result of an audit or an investigation will be assigned to a relevant manager to track the action items until completion.
- (b) Any actions from previous Management Review Meetings which have not been closed will be closely monitored for compliance with the agreed action or be re-evaluated for effectiveness and relevance.

9.6 **ERROR AND NON-COMPLIANCE MANAGEMENT PROCEDURES**

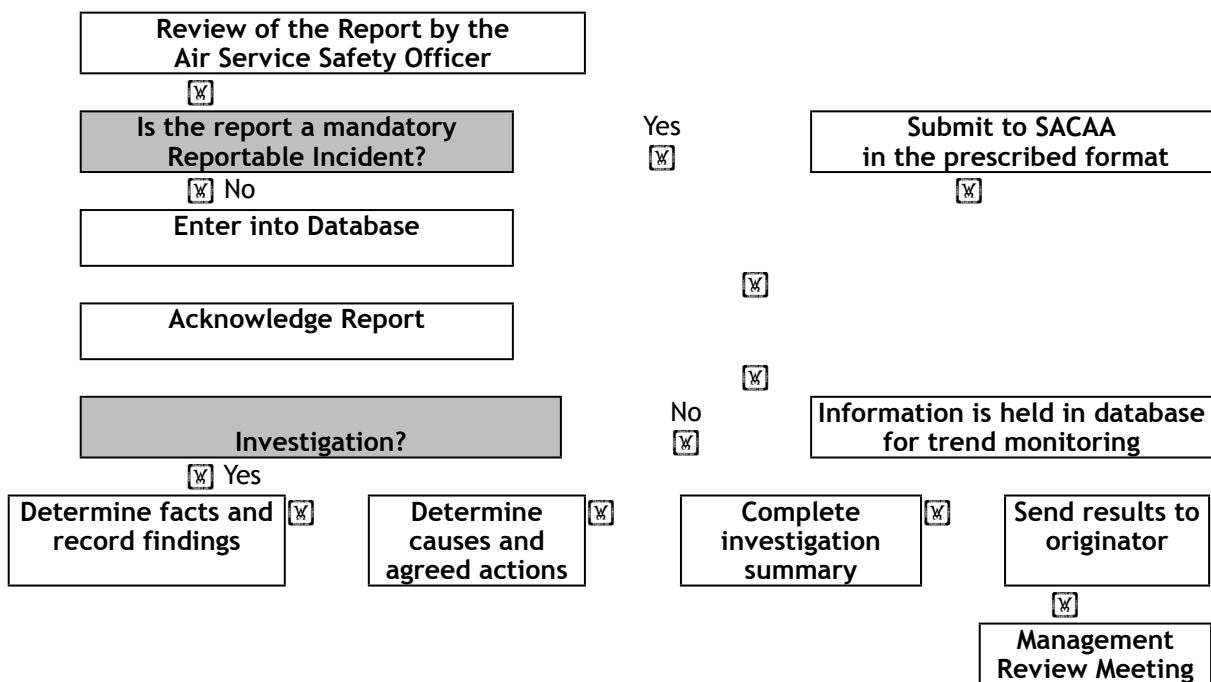
- (a) The safety database system allows for the company to determine if an audit and/or investigation finding constitutes a non-conformance or non-compliance.
- (b) The reasons for the error or non-compliance will be analyzed in the Safety Management Review Meeting and determination made on strategies for reducing instances of errors or non-compliance.
- (c) The Quality Assurance System of **BUSHVELD AIR CHARTERS (PTY) LTD** will ensure that the loop is always closed within the period determined by the Management Review Committee. Refer to Section 4 of Part 1 of the Flight Operations Manual.

**SECTION 10: SAFETY PERFORMANCE MONITORING**

**10.1 INTRODUCTION**

**BUSHVELD AIR CHARTERS (PTY) LTD** shall develop and maintain the means to verify the safety performance of the organization and to validate the effectiveness of safety risks controls. The safety performance of the organization shall be verified in reference to the safety performance indicators and safety performance targets of the SMS. **BUSHVELD AIR CHARTERS (PTY) LTD** identifies areas of safety deficiencies by means of investigation. When reports are submitted, the investigation process outlined in “Investigation Process” Figure below takes place to ascertain the details of the occurrence.

**Investigation Process**



## 10.2 OCURRENCE, INCIDENT, HAZARD AND ACCIDENT INVESTIGATION PROCEDURES

- (a) The aim of an investigation is to establish the root of the incident/hazard/accident and to determine immediate corrective action and long term action to prevent recurrence.
- (b) On lodging of any report, a determination will be made on the level of investigation to be conducted.
- (c) Reports or occurrences may simply be retained for trend monitoring purposes or may be elevated to an investigation to determine the facts surrounding a reported occurrence.
- (d) The investigation shall take place within the bounds of accepted legal practices.
- (e) Investigators shall acquaint themselves with any special requirements and procedures to be followed.
- (f) All evidence and documentation pertaining to the investigation is to be regarded as confidential until the investigation is closed and the findings are released.
- (g) The information from the reports is analyzed, investigated and tabulated as outlined in the "Investigation Process" Figure above and then presented at the Safety Management Review Meeting.

*Note: The safety database is the tool for analyzing occurrences. The investigation is merely a process to understand the reasons for an occurrence and not a hunt to affix blame.*

## 10.3 FINDINGS, CAUSES AND ACTIONS

- (a) Findings resulting from the investigation process are reviewed with the relevant manager for the purpose of determining the causes (why it happened) and then coming to an agreement on the actions (fixes) necessary to keep it from reoccurring.
- (b) Once the process has been completed, a letter detailing the investigation process including findings, causes and actions, as determined through the investigation process, shall be sent to the original reporter and a copy tabled at the Management Review Meeting.
- (c) At the Management Review Meeting progress on the agreed actions are monitored and tracked. The members of the Safety Management Review Committee shall appoint a person within the company to track the progress, thus ensuring that the problems are addressed and corrected.

## 10.4 SAFETY MANAGEMENT REVIEW COMMITTEE

- (a) Safety Management Review Meetings are convened every six months and chaired by the Air Service Safety Officer.
- (b) The following persons form part of the Committee and shall attend the Safety Management Review Meetings:
  - (i) The Air Service Safety Officer (Chairperson).
  - (ii) The Chief Executive Officer.
  - (iii) The Responsible Person: Flight Operations.
  - (iv) The Responsible Person: Aircraft.
  - (v) The Quality Assurance Manager.
  - (vi) Representative from Dispatching Office.
- (c) The purpose of each meeting is to review the SMS of **BUSHVELD AIR CHARTERS (PTY) LTD** which shall include review of:

- (i) The safety policy.
  - (ii) Safety objectives.
  - (iii) Audit results.
  - (iv) Analysis of data and reports.
  - (v) Remedial actions.
  - (vi) Investigative actions.
  - (vii) Corrective actions.
  - (viii) Preventative actions.
  - (ix) Previous reports (closing the loop).
  - (x) Development of the safety culture.
  - (xi) The risk management process and results.
- (d) All agendas, minutes and actions shall be documented and kept for a period of five years.

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## SECTION 11: SAFETY AUDITING

### 11.1 INTRODUCTION

- (a) **BUSHVELD AIR CHARTERS (PTY) LTD** identifies opportunities for improvement that can be implemented before an incident or accident occurs by means of auditing.
- (b) The audit policy and procedures of **BUSHVELD AIR CHARTERS (PTY) LTD** are outlined in the Quality Assurance System, which is contained in Section 4 of Part 1 of the Part 121 Flight Operations Manual.
- (c) The audit policy is also aimed at monitoring other service providers and contracted activities used by **BUSHVELD AIR CHARTERS (PTY) LTD** in the provision of air service operations, whose functions or standards may interfere with safety.

### 11.2 SAFETY AUDIT POLICY

Compliance with the requirements of the SMS standards set by **BUSHVELD AIR CHARTERS (PTY) LTD** will be audited on a regular basis to:

- (a) Verify the extent of compliance with the standards at corporate, departmental and functional level.
- (b) Monitor and assess the effectiveness of the standards.

### 11.3 PURPOSE AND OBJECTIVES OF SAFETY AUDITING

The safety audits are designed to cover the entire management system, all elements and associated activities and aim to ensure adequate control of hazards affecting people, property and/or the environment. The Safety Audit Program aims to:

- (a) Verify compliance and establish whether the relevant regulatory and organization requirements and standards are adequately met.
- (b) Validate whether the methods or activities in use comply and conform to policies, procedures and instructions and are effectively implemented to sufficiently achieve objectives.
- (c) Provide an opportunity to review and improve effectiveness of the current SMS.
- (d) Review and assess policies, systems and third party service providers whose services are supporting and enhancing safe and compliant operations.
- (e) Verify that safety programs of third party service providers, contracted activities are in compliance with legislative and company requirements.

### 11.4 AREA OF SAFETY AUDITS

Safety audits are regularly performed in the following departments of **BUSHVELD AIR CHARTERS (PTY) LTD**:

- (a) Flight Operations.
- (b) Engineering and Maintenance, including by subcontracted organizations.
- (c) Training, including training by subcontracted aviation training organizations.
- (d) Safety.
- (e) Airport services.
- (f) Cabin services.
- (g) Freight services.
- (h) Line stations.

- (i) Service providers.
- (j) Contracted activities.

#### 11.5 **SAFETY AUDITOR**

- (a) The Safety Auditor shall be appropriately trained in the principles and techniques of auditing.
- (b) The Safety Auditor shall be responsible for all phases of the audit including:
  - (i) Providing prior notice to auditee of proposed audit and confirming acceptance of the proposed date scheduled for the audit.
  - (ii) Reviewing the relevant documentation for adequacy and preparing audit checklist.
  - (iii) Appointing other audit team members (where necessary) and arranging a pre-audit meeting.
  - (iv) Arranging and chairing the audit entry and exit meetings.
  - (v) Coordinating the audit activities.
  - (vi) Facilitating the presentation of audit evidence.
  - (vii) Coordinating the action planning process.
  - (viii) Preparing and submit reports.
  - (ix) Presenting the reports to the Air Service Safety Officer, who will enter the audit findings in the safety database and continue with the process of corrective action (closing the loop).

#### .6 **CONTINUOUS IMPROVEMENT OF THE SMS**

The organization shall develop and maintain a formal process to identify the causes of sub-standard performance of the SMS:

- (a) Determine the implications of sub standard performance of the SMS in operations and eliminate or mitigate such causes.
- (b) Continuing improvement is achieved through pro active evaluation of facilities, equipment, documentation and procedures through safety studies, reviews, audits and surveys.
- (c) Pro-active evaluation of the individual's performance, to verify the fulfillment of their safety responsibilities and accountabilities.
- (d) Reactive evaluations in order to verify the effectiveness of the system for control and mitigation or of risks, for example through information obtained from occurrences, incidents, hazards and major events investigations.

## SECTION 12: MANAGEMENT OF CHANGE

### .1 INTRODUCTION

(a)The Organization shall develop and maintain a formal process to identify changes within the organization which may affect established processes and services; to describe the arrangements to ensure safety performance before implementing changes; and to eliminate or modify safety risk controls that are no longer needed or effective due to changes in the operational environment.

(b)Changes can:

- Introduce a new hazard
- Impact the appropriateness of risk management
- Impact the effectiveness of risk mitigation

(c)External Changes:

- Changes of regulatory requirements

(d)Other Changes:

- Security
- Reorganization of air traffic control
- Internal changes
- Management changes
- New equipment
- New procedures

## SECTION 13: SAFETY PROMOTION

### 13.1 TRAINING AND EDUCATION

The organization shall develop and maintain a safety training program that ensures that personnel are trained and competent to perform the SMS duties. The scope of the safety training shall be appropriate to each individual's involvement in the SMS.

### 13.2 SAFETY COMMUNICATION

The organization shall develop and maintain formal means for safety communication that ensures that all personnel are fully aware of the SMS, convey safety critical information, and explains why particular safety actions are taken and why safety procedures are introduced or changed.

### 13.3 SAFETY AWARENESS AND INDOCTRINATION TRAINING

- (a) It is important for all personnel to be familiar with the SMS of **Bushveld Air Charters (Pty) Ltd**.
- (b) All personnel are given an initial awareness training course that consists of the following:
  - (i) Description of the SMS of **Bushveld Air Charters (Pty) Ltd**.
  - (ii) Commitment of senior management.
  - (iii) Roles and responsibility of staff members, management and Air Service Safety Officer.
  - (iv) Lines of communication within the company as it relates to the SMS.
  - (v) The reporting and notification system.
  - (vi) The role of auditing within the company.
  - (vii) The safety culture and a just reporting system.
  - (viii) Investigation of occurrences and safety related incidents.
  - (ix) The risk management process and benefits.
  - (x) The safety database and availability of safety information.
  - (xi) Unique operational hazards.
- (c) All personnel are required to attend a recurrent SMS training course bi-annually.
- (d) All new personnel shall undergo SMS awareness indoctrination training that shall include the subjects referred to in paragraph (b) above.
- (e) All SMS awareness training or indoctrination training is documented for each employee and such records are maintained for three years.

13.4 **AUDIT AND INVESTIGATION TRAINING**

Each person tasked with auditing or investigation shall be properly trained in the following aspects:

- (a) Planning an audit or investigations, preparing checklists, conducting of audits/ investigations, reporting and evaluation.
- (b) Identifying successes as well as deficiencies.
- (c) Presenting of reports to the manager who has authority to act on the findings.

13.5 **RISK MANAGEMENT TRAINING**

All management personnel shall undergo risk management training which includes instruction on:

- (a) How to determine the “Safety Hazard” and “Safety Risk”.
- (b) How to develop and utilize an effective risk management tool by learning how to identify priorities and manage hazards.
- (c) How to develop an effective change management strategy that incorporates tools for hazard identification and risk assessment.

## SECTION 14: SAFETY REPORTING SYSTEM

### 14.1 INTRODUCTION

- (a) **Bushveld Air Charters (Pty) Ltd** maintains a non punitive reporting policy and encourages the utilization of the reporting system for the purpose of identifying and reducing occurrence, incidents and hazards associated with the aviation industry.
- (b) It is the responsibility of all personnel to report on occurrences, incidents and hazards that may become an accident.

### 14.2 DEVELOPING, IMPLEMENTING AND MAINTAINING A REPORTING CULTURE

- (a) It is **Bushveld Air Charters (Pty) Ltd** Organization Policy that the honest and complete reporting of incidents will not normally result in any punitive action. If, in exceptional circumstances, punitive action is deemed necessary it shall be mitigated by the submission of an honest and complete report.
- (b) The approach to discipline, outlined in paragraph (a) above, does not preclude the use of a general progressive approach to discipline in cases where a person is involved in similar, recurrent events. This approach may involve the following steps:
  - (i) First offence - verbal warning.
  - (ii) Second offence - formal written warning.
  - (iii) Third offence - final written warning that may include suspension.
  - (iv) Fourth offence - termination of employment.

Note: Written warnings can remain active for one year, after which a letter of recognition for positive change may be written and attached to the Formal Written Warning in the personnel file by the supervisor.

- (c) It is mandatory to report occurrences, incidents and hazards within the company for the purposes of:
  - (i) Providing a safe and healthy working environment for all and a means to enhance the safety air services.
  - (ii) Preventing accidents through the identification of risk and elimination or mitigation of hazards.
  - (iii) Avoiding harm to all persons and damage to property.
  - (iv) Complying with all legislative safety requirements.
  - (v) Reducing insurance costs.
  - (vi) Enabling a thorough investigation to be carried out to determine the root cause of the incident and to provide corrective and preventative action.

### 14.3 REPORTING FORMS AND PROCEDURES

**Bushveld Air Charters (Pty) Ltd** uses two reporting forms:

- (a) The SACAA official accident and incident reporting form as published in SA-CATS-ACCID and INCID.

*Note 1: Refer to Part 12 of the CARS and AIC23.1 and AIC23.3 containing the procedures for the reporting of accident and incidents, including lists of reportable incidents and accidents and procedures for the reporting of dangerous goods accidents and incidents, as well as miss-declared and undeclared goods.*

*Note 2: Also refer to Section 12 of Part 1 of the Part 121 Flight Operations Manuals of **Bushveld Air Charters (Pty) Ltd** for further details regarding the reporting of aviation incidents and accidents.*

- (b) The Safety/Hazard Observation Report Form (SHOR). Refer to **Annexure B** of this Manual.
- (i) This report is used to report safety deficiencies not specifically reportable to the SACAA and is an internal form used to identify organization safety deficiencies.
- (ii) A SHOR may be upgraded to a SACAA official report (refer to paragraph (a) above) if it is later determined to be a reportable incident/accident.
- (iii) The SHOR shall be handled as a confidential report if the reporter so indicates on the form.
- (iv) No report form shall be accepted without the reporter's name and details. When the details of the report are captured by the Air Service Safety Officer, the reporter shall be de-identified.
- (v) The reporting forms are freely available in the administrative office/operations office and will be carried onboard each aircraft.
- (c) All employees and clients are encouraged to use the reporting system.

#### 14.4 **MANAGING REPORTS**

All reports are forwarded to the Air Service Safety Officer and reviewed as set out in the figure below.

*Note 1: The report details are entered into the safety database system and then awarded a serial number for purposes of traceability.*

*Note 2: In all cases an acknowledgment letter is sent to the reporter.*

**PROCESS**

- Information collection:**

Confidential reporting system.  
Hazard reporting system.  
Occurrence reporting system.  
Safety audits.  
Line checks.

- Data analysis:**

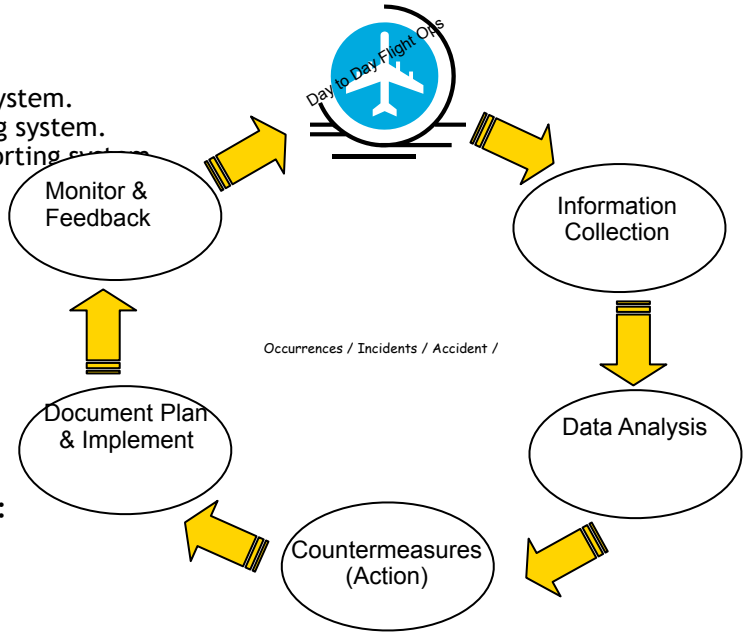
ASR process.

- Countermeasures (Action):**

Corrective Action Request.

- Document plan and implement:**

Follow up.  
Confirm / modify CAR.



**Monitor and feedback**

**Receiving Reports**

Review of Report by Air Service Safety Officer		
<input checked="" type="checkbox"/>		
Is the report a mandatory Reportable Incident?	Yes	Submit to SACAA in the prescribed format
<input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enter into Database		
<input checked="" type="checkbox"/>		
Acknowledge Report		

**14.5 ANALYSIS AND TREND MONITORING**

- (a) The safety database is the heart of the trend monitoring and analysis function where all information pertaining to safety is stored along with audit and investigation results, findings, causes and agreed actions.
- (b) The information in the safety database is used to establish safety trends and analysis which in turn is used to develop strategies, reduce hazards and identify potential safety related incidents or accidents.
- (c) The Air Service Safety Officer is responsible for collecting and disseminating information and developing reports for the Safety Management Review Meeting from the information contained in the safety database.

## SECTION 15: CABIN SAFETY

*Note: Not applicable to this Bushveld Air Charters (Pty) Ltd operation.  
For reference purposes only.*

### 15.1 INTRODUCTION

Cabin safety is aimed at minimizing risks through occurrences, incidents and hazard elimination, thus providing a safer environment to all occupants of the aircraft.

### 15.2 THREATS WITHIN THE CABIN

The range of threats to the aircraft and its occupants are:

- (a) In-flight turbulence.
- (b) Smoke or fire in the cabin.
- (c) Decompression.
- (d) Emergency landings.
- (e) Emergency evacuation.
- (f) Unruly passengers.

### 15.3 CABIN SAFETY REQUIREMENTS

- (a) All cabin safety requirements are contained in the Flight Operations Manual.
- (b) Cabin safety requires strict adherence to SOP's, use of checklists and briefing of cabin crew.