

EXECUTIVE AVIATION



SMS 2022 Safety Objectives

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SMS EA 2022 Safety Goals

1 Establishing Safety Goals

Goals shall be established for both employee safety and aviation safety matters. Goals must be specific, measurable, achievable, relevant, and timely (SMART). Goals and objectives will be reviewed annually by the Local EA Safety Representative and the EA Senior Leadership Team Safety Committee with recommendations for changes made to the Vice President for approval, in conjunction with the annual business planning process.

1.1 Distribution and Promotion of Safety Goals and Objectives

After the development and review of all safety goals and objectives, they will be distributed all team members and any other affected persons. The promotion of safety goals will be performed by the EA Safety Team which is responsible for the implementation by establishing the corporate safety objectives, as well as tracking the effectiveness of individual station compliance related to the safety goals through the review and reporting process.

Safety Goals and Objectives are communicated annually to all team members and are posted alongside the Safety Policy.

1.2 Monthly Reviews

Monthly meetings related to the status of all safety goals will be conducted by the Quality Assurance and Safety Manager, the SMS advisor, and include the Vice President. The Quality Assurance and Safety Manager will include this tracking information in the quarterly report to the Vice President.

Related Document: EA SMS Manual V02

SMS EA 2022 Safety Goals

2 EA Safety Objectives

2.1 Objective One

Reduce the exposure to incidents related to team members operating without the appropriate training and operations regulatory non-compliance.

Goals

1. Reduce the number missed GSE inspections and quality control ground operations audits

2. Achieve a 100 % compliance rate for regulatory required operations flight paperwork. Each month each station will audit 10% of their monthly paper work for completion with 100% compliance required for each document, A random generator will be used to update the work order each month to provide the days that will be audited. 100% of paperwork for those days are required. If a failure occurs for the 10% review the station will be required to review 20% for the next month. If there is no failure for the 20% review the station will proceed back to a required 10%. Should there be a failure at the required 20% then the station will be required to review 100% of the flight paperwork for the following month.

<u>Station</u>	<u>Number of days to review per month</u>
All Bases	3

3. Achieve a compliance rate of 100% for documentation management related to training files. Throughout the full year each training file must be reviewed through monthly checks, with the number of checks per month being determined by the amount of team members divided by 12 (i.e., a team of 48 ÷ 12 = 4 training files reviewed). On the 30th of each month (with an allowance of +/- 3 days) the active work order will be updated to reflect the amount of training files to be reviewed for the month.

2.1.1 Key Performance Indicators Related to Objective One

- A quarterly score card will be used to share the below details internally with the company.

SMS EA 2022 Safety Goals
TERMINAL OPERATIONS

PCI COMPLIANCE	Monthly completion rate – Monthly safety review
FLIGHT PAPERWORK	Quarterly review of monthly work orders assigned in relation to operational flight paperwork (International / Transborder)
OSH INSPECTION	Monthly completion rate – Monthly safety review
TRAINING FILES	Monthly review of the local station managers monthly training file review as per the training management plan
GSE WEEKLY INSPECTION	Weekly stats will be posted on vortex safety page as well as monthly safety report
QC AUDITS	Quarterly review of monthly work orders assigned in relation to operational flight paperwork

RAMP OPERATIONS

ONLOAD PAPERWORK	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
GSE DAILY INSPECTION	Daily stats will be posted on vortex safety page as well as monthly safety report
OSH INSPECTION	Monthly completion rate – Monthly safety review
TRAINING FILES	Monthly review of the local station managers monthly training file review as per the training management plan
POTABLE WATER CART SANITIZATION	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
QC AUDITS	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
DAILY DEICE LOGS (WINTER OPERATIONS ONLY)	Monthly work order review to be completed, completion rates to be shared with monthly information release

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FBO OPERATIONS

WEEKLY CHECKS	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
MONTHLY CHECKS	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
GSE DAILY INSPECTION	Daily stats will be posted on vortex safety page as well as monthly safety report
OSH INSPECTION	Monthly completion rate – Monthly safety review
TRAINING FILES	Monthly review of the local station managers monthly training file review as per the training management plan
QC AUDITS	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
OPS LOG AND FLIGHT LOG	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
DAILY DEICE LOGS (WINTER OPERATIONS ONLY)	Monthly work order review to be completed, completion rates to be shared with monthly information release
ANNUAL EMERGENCY EXERCISE	One exercise to be completed per year as per WFS requirements, information to be provided to EA safety team after completion via the created Work Order Form,

MAINTENANCE

PMI COMPLETION	Quarterly review of monthly work orders assigned in relation to operational flight paperwork
OSH INSPECTION	Monthly completion rate – Monthly safety review
EQUIPMENT REVIEW	A Quarterly review of current GSE equipment purchased for compliance with service standards and serviceability for safe operation at EA Stations. Risk assessments to be completed prior to purchase of new or refurbished equipment.

SMS EA 2022 Safety Goals**DAILY INSPECTIONS**

Daily stats will be posted on safety page as well as monthly safety report

2.2 Objective Two

Reduce the number of incidents resulting in Aircraft Damage.

Goals

1. Introduce routine knowledge reviews of GSE operating procedures to reduce operating risks due to non-standard operating practices
2. Improve incident scene data collection through standardized incident response protocols, familiarization, and training
3. Improve routine collection and communication of GSE serviceability issues to reduce the use of unserviceable equipment
4. Improve information flow of Airline operational changes

2.2.1 Key Performance Indicators Related to Objective Two

- DA/AVOP & GSE qualification to be reviewed with each stations training matrix every month evaluating compliance against each station AVOP policy and new hire dates of employment which will be completed with the bi monthly training file review
- Spot audits are to be completed on GSE handling. A minimum of two audits per month must be completed, these audits be conducted by the local Station Manager, Trainer, or Coordinator. A checklist will be created and added to every other work order for each stations monthly QC audits.
- Incident Site Management – TWO Corporate table tops scenarios for all Coordinators (Fuel, Customer Service, Ramp) and BTW leads focused on accident process flow by team members. Team members will be split into two groups with a requirement of joining two table tops that will be designed to cover initial incident scene management and data completion and how that information is used to complete the investigation.
- Awareness campaign utilizing aircraft damage data through the introduction of the Vortex safety page which will be displayed on the local base status board.

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- Introduce EA safety swag for Quarterly information release. Safety reps will be provided safety swag and the goal of creating local initiatives to ensure critical safety campaign information is shared and understood with the local team members.
- Introduce local damage safety performance indicator data through the Vortex safety Page to increase team awareness of the target risk level for the base and network.

2.3 Objective Three

Reduce the exposure to safety, facility and equipment incidents related to apron safety management.

Goals

1. Establish and enforce adequate station specific GSE parking and staging plans across the network (summer and winter)
2. Consistently complete proper gate setup and management of people and equipment movement on the apron to reduce the risk of rushing, equipment not staged safely and clear movement corridors for people and GSE
3. Reduce the number of slips, trips, and falls events related to apron congestion and contamination (summer and winter)

2.3.1 Key Performance Indicators Related to Objective Three

- Safety Blitz focused on areas from the previous month's incident and safety submissions. One safety bulletin a month to be created and released by the local safety rep, using the information from Vortex reports with focus on Near Miss and Proactive Safety Reports in relation to apron safety, as well as information provided by the local QC audits and OH&S facility inspections.
- An apron safety and awareness template to be created by EA Safety Team with a focus on safe operation of equipment specifically related to confined spaces and areas of transition (i.e., leaving the bag room through garage door to open apron) that will be included as part of the local station GSE OJT training plan. The apron safety and awareness plan will be completed by the local Station manager, safety rep and trainer which will be reviewed with a member of the EA Safety team and the local corporate trainer prior to implementation. The completed training plans will be added to the GSE Hazard file within the safety system and used to review against GSE incidents to ensure hazard areas are being properly communicated to team members. (GSE – All

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- Utilizing the local the safety rep; equipment congestion will be monitored through an addition to the monthly OSH inspection, as well as monitoring related questions through the completed monthly QC audits, as well as through vortex incident reports for improper parking and staged equipment within the ERA for arrivals and departures. Received reports from both partner airlines and/or airports will also be used to provide feedback information during the monthly information release.