

EXECUTIVE AVIATION



SMS 2021 Safety Objectives

Table of Contents

0 Establishing Safety Goals 1

 0.1 Distribution and Promotion of Safety Goals and Objectives 1

 0.2 Annual Reviews..... 1

EA Safety Objectives 2

 1. Objective One 2

 1.1 Key Performance Indicators Related to Objective One 2

 2. Objective Two 2

 2.1 Key Performance Indicators Related to Objective Two 2

 3. Objective Three 3

 3.1 Key Performance Indicators Related to Objective Three 3

SMS EA 2021 Safety Goals

0 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.

0.1 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.

0.2 Annual Reviews

Quarterly meetings related to the status of all safety goals will be conducted by the Quality Assurance and Safety Manager, the SMS advisor, and include Station Managers. 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 2021 Safety Goals**EA Safety Objectives****1. Objective One**

Reduce the number of deicing incident events related to the understanding of training materials (in class and practical application).

2020 SPI 1.667 *This SPI is currently Jan - Dec

1.1 Key Performance Indicators Related to Objective One

- Develop a risk-based performance rating following industry standards for internal deice audit items. Finding rating will be used to identify risk tolerance and establish follow up and CAP requirements.
- Create a report for each station utilizing the previous year's incident data to create safety blitz material for deicing season. Once a month, during the deicing season a deice performance bulletin will be issued targeting station performance against the previous year's incidents to place focus on common trends.
- Once a month, a meeting will be held with the Station Manager (or designate) and member of the EA Operations team to confirm compliance against the Station Deice Management Plan.
- A station specific plan for initial practical evaluation's will be added into the Station Deice Management Plan to improve effective hands on learning. Spot audits focusing on new hires through a verbal one on one review by a member of the EA Operations team focused on knowledge retention, course feedback and practical assessments will be completed at each base within 60 days of the deice season start.
- Visual aids (videos) will be introduced to assist in demonstrating proper and improper deice application procedures. These aids will also be used to assess team member's knowledge level when conducting deicing operations local QC audits and during site visits by EA Operations team members.
- An internal training workbook focused on the Brix Testing process will be developed and implemented prior to the initial deice training sessions. Monthly practical workbook assessments will be required for any deice certified agents.

2 Objective Two

Reduce the number of incidents resulting in Aircraft Damage attributed to GSE misuse and training. **2020 SPI (moderate and high) 0.175**

2.1 Key Performance Indicators Related to Objective Two

- DA/AVOP & GSE qualification reviews to be conducted with each station training matrix every two months evaluating compliance against local AVOP policies and new

SMS EA 2021 Safety Goals

hire dates of employment. New and existing GSE qualifications will be assessed against the EA GSE Manual criteria.

- A review of on shift DA qualified manning levels against requirements for aircraft turns will be conducted on a monthly basis using a random sample of flights from the base flight log.
- EA Operations will develop quarterly support material to assist in compliance of pre and post flight briefings.
- A local pre/post-flight briefing standard will be developed in partnership with the EA operations team focused on supporting practical opportunities for crews to connect within local operational environments.
- Station training matrixes will be updated in Vortex and reviewed by the 5th day of the following month with 100% completion required. Any variances will be reported and managed through the company safety system.
- To support the development of effective incident management; quarterly corporate table tops scenarios will be led by a member of the EA Operations team focused on the incident scene management processes. Station leadership attendance of at least two sessions annually is required.

3 Objective Three

Reduce the overall GSE Incidents attributed to training and procedural non-compliance.

2020 SPI 1.667

3.1 Key Performance Indicators Related to Objective Three

- A monthly safety blitz program focused on areas identified in the previous month's QC findings and incident - safety report submissions.
- An Executive Aviation specific GSE Operations Manual will be introduced in Q2.
- A station audit to identify the effective implementation of the EA GSE Operations Manual will be completed within 90 days of implementation. The audit will include both corporate and station level spot audits, a review of daily inspection compliance, in house training reviews and peer-to-peer assessments of knowledge retention.
- A quarterly review of current and newly purchased GSE equipment will be completed by the EA Safety Team for compliance of service standards and serviceability for safe operation at EA Stations.
- The EA Safety Team will provide Station Managers with focused feedback on areas of concern using IAuditor and Vortex reports to produce required data for Station Managers to complete a quarterly GSE focused base safety action plan.