

الهيئة العربية للطيران المدني



**Summary Report**  
**Safety Management System Workshop**  
**and**  
**Safety Oversight System Training**

**Amman, Jordan**

**19-23 July 2009**

الهيئة العربية للطيران المدني ACAC – يوليو 2009

## Summary Report

### a) Place and duration:

In the frame work of ACAC schedule meetings and activities for year 2009. Two important events has been organized by ACAC and hosted by the Jordanian Civil Aviation Regulatory Commission (CARC), in the Civil Aviation Academy (Queen Nor Collage) in Amman, Jordan, on 19<sup>th</sup> – 23<sup>rd</sup> July 2009. “Safety Management System” and “Safety Oversight Audit System”.

The Training in “Safety Management System” was performed during two days the 19<sup>th</sup> and the 20<sup>th</sup> July and the training in “Safety Oversight System” was performed during three days 21<sup>st</sup> – 23<sup>rd</sup> July.

### b) Attendance:

The two training sessions were open for participants from all the ACAC States and was attended by approximately twenty five attendees from 5 ACAC member states (Jordan, Syria, Egypt, Sultanate Oman and Palestine).

Experts from Jordan and Egypt presented to the Workshop the existing and future structure of civil aviation in their states including the oversight and regulatory functions.

A welcome speech was given by Mr. Mohamed Elkady – Air Navigation Expert of ACAC and thanked all the participants who attended the training sessions. Also, He thanked the Jordanian CARC for their hosting the meeting. Mr. Mohamed Elkady conveyed the greetings of Mr. Mohamed Elalaj – DG of ACAC, expressing the workshop and the training with very successful and fruitful discussions.

### c) Training Objectives:

It focused on the following objectives:

- To provide basic training in the discipline of Safety Management and safety Oversight systems.
- To provide sufficient knowledge about the procedures and routines in connection with performance of Safety Management and safety Oversight .
- To provide sufficient knowledge about the administrative procedures and routines guiding the work to be performed.

## **d) Training Programme:**

### **1. Safety Management System**

It was from the beginning quite clear that the participating States had in place Safety Management Systems and had those systems documented with procedures and descriptions.

In the below paragraphs are describing, together with the expressed objectives, in more detail the content of the different training activities together with, in some cases, the outcome and conclusions of the described training activity.

#### **1.1 Session 1, Introduction of participants and speakers**

During session 1, it was conducted a presentation of the participants as well as the presenters. After this presentation it could be concluded that the participants had a mixed background and a variety of experience.

This mix of backgrounds was shown to be very fruitful for the benefit of the result. During these two days the training gained in value from the experienced participants and their knowledge, sometimes correct and sometimes not according to the regulations emanating from the ICAO intentions as they are expressed in the ICAO Safety Management manual.

The training also gained in value by the less experienced participants because they represented all the basic questions quite often taken for granted.

#### **1.2 Session 2, ICAO Presentation on Safety Management System**

The Presenters had prepared a presentation on the ICAO Safety philosophies as they are documented in the ICAO Safety Management manual.

This information formed the basic understanding of the ICAO role in supporting the safety management and since no union like the European Union is presently formed among the Arabic States it seems in the first place that it is the ICAO Safety Philosophies that are prevailing.

Between this activity, focusing on the ICAO Safety philosophy and the next activity, focusing on the Single European Sky, the presenters used the possibility to inform about the relationship between the different entities involved in the processes building up the global safety responsibilities.

This information, documented in the figure below, was very much appreciated since it put the responsibilities of the States and the Civil Aviation Authorities in place in a way which has not been obvious and unambiguous before.

# Overall Organisational Framework

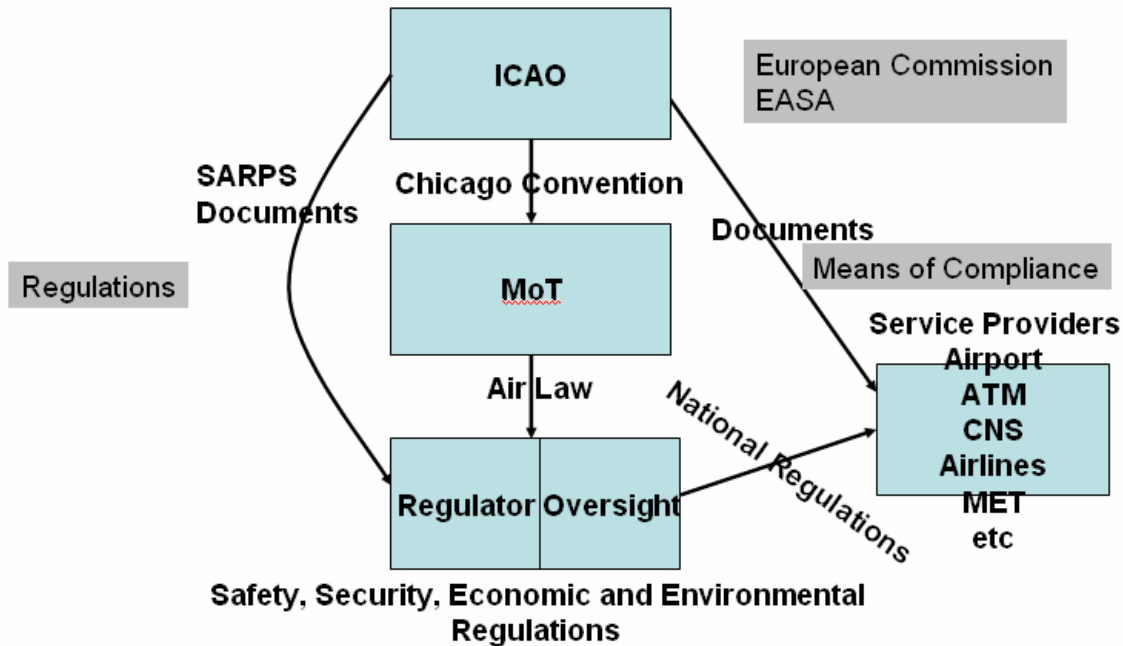


Figure 1: Overall Organisational Framework

## 1.3 Session 3, SES Regulations

This session was pointing out the importance of the Single European Sky Legislations even though being States outside the European Union.

It was pointed out by the presenters that the Single European Sky Legislation consists of Regulations being mandatory for the member States.

During the presentation it was made very clear that the European Union is very interested in the level of Safety in the border States to Europe and therefore willing to support development in those regions.

It was made clear during the presentation that the European list of banned Airline Companies is not only based on the safety level in the Airline Company itself but also on the Safety level in the State from where the flight starts.

## 1.4 Session 4, the Safety System

This session focused on the Global Safety System that on different levels and with different Quality exists today.

The presentation underlined the importance of putting all the available documentation like guidelines, requirements, national legislations, manuals, procedures and service provider's documentation in the right

**place in the State organisation and to pay the correct level of attention to the existing documentation.**

**The same attention should also be paid to the Organisational entities like international bodies, Minister levels, CAA's and Service providers together with the supporting issues like Culture, Communication, legislation and Maturity.**

**Further, during the presentation within this activity, the presenters clarified the relation between the Quality issues and the Safety issues.**

### **1.5 Session 5, the Safety Management System**

**The presentation during this activity focused on the difference between the Safety System which on all levels within the Aviation sector exists since very long time and the Safety Management System serving to handle and manage the safety activities needed for the maintenance of the existing and sufficient safety level within an organisation (e.g. States).**

### **1.6 Session 6, Managing Safety**

**During this presentation the presenters focused on how to form the State Safety Policy, sorted out the difficult topic of Safety Levels/Safety targets, described the importance of creating Key Performance Indicators, informed about the reporting ways and Annual Safety Reports, discussed the Safety promotion and awareness and finally informed and discussed the sensible topic of Safety Culture.**

### **1.7 Session 7**

**The Session 7 was regarded as a combined activity where discussions and exchange of experience was made and on the same time information was made on the Safety Components like Assessments, Monitoring, Awareness, Reporting and the maintenance of the Safety manual was given.**

### **1.8 Conclusion**

**The conclusions, recommendations and statements collected during the two training sessions are presented in the final conclusion of this document in sub item (3).**

## **2. Safety Oversight System Training**

**During three days, training was given to the audience in Safety Oversight System, and focused on the Oversight preparation and performance.**

**It was from the beginning quite clear that some of the participating States had been through an ICAO Safety Oversight activity within the time frame of a few years but it was also clear that some of the participating States was just in front of an Icao Oversight activity.**

**The training anticipated that all levels of experience (zero to mature) regarding Safety Oversight activities and its role on different levels in an organisation was represented at the training.**

**In the below paragraphs are described, together with the expressed objectives, in more detail the content of the different training activities together with, in some cases, the outcome and conclusions of the described training activity.**

## **2.1 Session 1, ICAO Presentation on Safety Oversight**

**Experts of Integra performed the presentation of Safety Oversight Audit, as there is no ICAO representative to explain this point.**

**The presenters returned to the relationships between the different entities constituting the whole system involved in an Safety Oversight performance and pointed out the important statement that for the ICAO Safety Oversight activities the target State are the sole responsible for the performance and the result.**

## **2.2 Session 2, SES Regulation**

**The basics of Single European Sky regulation was presented during the Safety Management System Training why this part focused on similarities and differences between ICAO and SES.**

**This was pointed out by the presenters due to the very spread opinion that it is only ICAO performing Oversight activities. To a certain extent this is true but the role of the European Union should not be underestimated due to the fact that the regulation deals with the responsibilities within the States and also the interest of the support to the EU boarder States.**

**The presenters also clarified the Legal and the Regulatory Foundation for Safety Oversight and the separation of the Regulatory, Oversight and the provision of service (Air Navigation, Met, Information services, training academies etc).**

## **2.3 Session 3, Safety Oversight Function**

**During this activity the presenters pointed out the difference between the Safety Oversight Function and the Safety Oversight itself as an activity.**

**Session three focused on the Safety Oversight Function and therefore again the presenters clarified the involved organisations and their interconnected relations together with the restricted views on the existing documentation.**

**To make it very obvious the presenters described what to look into during an Oversight activity, the position of the ICAO audits in the global Safety system together with the relations between Safety Management, Safety Oversight and Safety Regulatory functions.**

## **2.4 Session 4, Safety Oversight**

**This activity, although supported by slide presentations, was performed as a free discussion regarding who is actually doing the Oversight activities and what is subject Safety Oversight.**

**Involved in this presentation was also given experienced examples of the behaviour of different actors before, during and after a Safety Oversight activity.**

## **2.5 Session 5, Safety Oversight Tools and Techniques**

**During this presentation it was presented a number of tools and techniques on how to behave during an ICAO Oversight activity.**

**It was forwarded to the audience that even though ICAO is the organisation initiating the activity it is of prime importance that the involved State, represented by allocated staff takes the lead of the activity and clearly distinguish between planned and not planned activities, internal and external activities.**

**This session also taught the participants to separate between Inspections, Audits, Surveys and checks.**

## **2.6 Session 6, System Certification**

**In the course of this activity, the presenters explained the important distinction between the ICAO Oversight activities and the internal State Oversight activities.**

**In connection with this, it was demonstrated the performance of the State (CAA) internal Oversight of a change of an existing system.**

**The certification process was demonstrated together with a description of the involved parties.**

**The audience also learned to distinguish between the different sizes of changes.**

## **2.7 Session 7, Workshop**

**During the presentations performed, both regarding Safety Management System and the training in Safety Oversight activities, the presenters underlined the importance of documenting every meeting, discussion and events.**

**A practical exercise was performed among the participants to demonstrate how details get lost if not an appropriate documentation is performed.**

**This activity demonstrated clearly the sequence of Planning, Preparation, Performance, Reporting and actions and follow up.**

## **2.8 Session 8, Safety Oversight – Human Resource issues**

**The most important outcome of this activity was the clear message of competency and skills. According to the Overall Organisational Framework presentation in figure 1 the areas to where sufficient competence should be allocated are the areas where the Civil Aviation Authority needs to be regarded as a strong entity.**

**It is a well known fact that in most States a clear difference exists in employment conditions between the authority part and the provider part.**

**This fact was addressed by the presenters and different best practices on how to solve these issues were presented and discussed.**

## **2.9 Session 9, a Joint session/discussion**

**This activity was performed as a general wrap up of the last five days of presentations, discussions and the provided general information, based on the presenters experience in their engagement in Safety Management and Safety Oversight activities.**

**A lot of information given was based on the presenters experience and was of great importance since much of the information can not be achieved from the written documents.**

## **2.10 Session 10, Internal Presentations**

**Based on the presentations given and in appropriate moments in the courses presentations were kindly provided by participants from Egypt and Jordan in the two courses**

**a) The Egyptian representative gave a presentation which was connected to the first two days of presentations given on the topic of Safety Management.**

**The audience got a very good perception on how the Egyptian CAA has introduced parts of their Safety Management System.**

**The presentation raised questions from the audience and the presenters and the topic was discussed and explained properly by the Egyptian representative.**

**Also the Egyptian representative presented a draft diagram of how the Safety Management part could be included in the CAA organisation.**

**This presentation raised a number of questions and again the presenters referred to the Overall Organisational Framework as guidance on how to include a proper CAA organisation into this Framework.**

**b) In connection with the Safety Oversight topic, a comprehensive presentation given by the Jordan representative, got a fruitful insight in how the Jordan CAA has tackled the ICAO Oversight activities slightly three years ago.**

**The presentation focused on the practical aspects and how the Jordan State, with the support of the Jordan CAA, at the time for the ICAO audit, has proceeded with the activities and how the remarks given were taken care of.**

**The presentation raised questions from the audience and the Jordan representative gave a presentation of the overall perception of the time of the ICAO audit including the preparation part, the practical audit part and the reporting part.**

### **3. Conclusions & Recommendations:**

**As a result of the five days of presentations and discussions, there were a very useful round table discussion between the ACAC delegates and representatives of ACAC and Integra, and the following recommendations and conclusions were raised and noticed by the course management.**

- Appreciated the initiative of ACAC arranging the workshop on the important issues such as Safety Management and Safety Oversight;**
- Recommend that ACAC States not yet audited by ICAO shall establish an action plan for the audit and benefit from other States experience in this regard. ACAC should facilitate such activities;**
- Recommend that ACAC States already having passed the ICAO Audit is encouraged to implement the corrective action plans agreed with ICAO. ACAC should facilitate such activities;**
- Requesting ACAC to**
  - enhance the cooperation between the ACAC States in the safety and regulatory domain through the use of ACAC;**
  - encourage the exchange of experience and knowledge regionally by arranging common events on important safety related issues such as safety oversight;**
  - establish a working group to support ACAC States in the establishment of the State Safety Programme (SSP) and Safety Management Systems (SMS);**
  - analyse the feasibility to implement regional safety oversight and regional safety performance monitoring;**
  - arrange safety specialist training supporting the implementation of SSP and SMS, such as Safety Assessments and Safety Monitoring training;**

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