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MINISTRY OF PUBLIC WORKS AND TRANSPORT

المديرية العامة للطيران المدني
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REPUBLIC OF LEBANON
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DIRECTORATE GENERAL OF CIVIL AVIATION

LARs

LEBANESE AVIATION REGULATIONS

Part IX

SAFETY MANAGEMENT SYSTEM REQUIREMENTS

Republic of Lebanon

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Ministry of Public Works and Transport
Directorate General of Civil Aviation

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Amendment	Source(s)	Subject

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SAFETY MANAGEMENT SYSTEM REQUIREMENTS

1. STATUTORY BASIS

This regulation is promulgated under the statutory authority in Lebanon of the Civil Aviation Safety Act N° 663 of 2005.

2. DEFINITIONS

Aircraft Accident: means occurrence associated with the operation of an aircraft which takes place between the time any person boards aircraft with the intention of flight until such time as all such persons have disembarked. In which any person suffers death or serious injury as a result of being in or upon the aircraft or anything attached thereto, or the aircraft receives substantial damage.

Acceptable level of safety: Level of safety which expressed in practical terms by two measures which are safety performance indicator and safety performance target.

Accountable Manager: A person who has full authority for human resources issues, major financial issues, direct responsibility for the conduct of the organization's affairs, final authority over operations under certificate as well as responsibility for all safety issues.

Hazard: Condition, object or activity with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function.

Mitigation: Measures to eliminate the potential hazard or to reduce the risk probability or severity.

Occurrence: Indicates accident or incident.

Predictive: the predictive method captures system performance as it happens in real-time normal operations.

Proactive: The proactive method looks actively for the identification of safety risks through the analysis of the organization's activities.

Probability: the chance that a situation of danger might occur.

Reactive: The reactive method responds to the events that already happened, such as incidents and accidents.

Risk: The chance of a loss or injury, measured in terms of severity and probability. The chance that something is going to happen and the consequences if it does.

Safety: is state in which the risk of harm to persons or property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and risk management.

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Safety Performance Monitoring: Activities being implemented by operators under SMS requirements.

Safety Oversight: Functions were the DGCA insure effective implementation of safety related standards contained in the Lebanese Air Regulations.

Safety Performance Indicator: Short and medium term of a state safety program or operator/service provider SMS.

Safety Performance Target: Long term of a state safety program or operator/service provider SMS.

Safety Management System (SMS): Systematic approach for managing safety including the necessary organizational structure, accountabilities, policies and procedures.

Safety program: An integrated set of regulations and activities aimed at improving safety.

Severity: The possible consequences of a situation of danger, taking as reference the worst foreseeable situation.

3. SCOPE

This regulation establishes the requirements for organization's safety management system (SMS) operating in accordance with LARs Regulations.

Within the context of this regulation, "organization" means any organization certified to provide aviation related services. The term encompasses aircraft operators, maintenance organizations involved in approved maintenance of aircraft, air traffic organizations, meteorology services, aerodrome operators, flight training organizations, ground handling organizations (and aircraft caterers).

This regulation addresses aviation safety related process and activities rather than occupational safety, environmental protection, or customer service quality.

The organization is responsible for the safety of services or products contracted to or purchased from other organizations.

4. GENERAL

(a) Effective 1 October 2011, all aviation services providers shall have in place a safety management system (SMS) acceptable to DGCA Lebanon.

(b) New Applicants for DGCA Certificates as specified under the scope of this regulation who are submitting applications shall comply with the requirements of this part.

(c) The safety management system shall be appropriate to the size, nature and complexity of the operations authorized to be conducted under its operations certificate and shall, at least, comply with the following requirements:

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1- Identify safety hazards, assesses and mitigate risks;
2- Ensure that remedial action necessary to maintain an acceptable level of safety is implemented;
3- Provide for continuous monitoring and regular assessment of the safety level achieved; and
4- Aim to make continuous improvement to the overall level of safety.

(d) An operator shall establish a flight safety documents system, for the use and guidance of operational personnel, as part of its safety management system. (See Attachment A).

5. APPLICATION

The applicant shall provide, at least, the following information:

(a) Name of the Accountable Manager and the assigned Safety Management post holder;

(b) A proposal Implementation Plan with emphasis on time-lines; and

(c) A draft of the SMS Manual, if available.

6. SAFETY POLICY AND OBJECTIVES

The Accountable Manager of the organization shall define and sign a safety policy statement that, at least, shall;

(a) Be in accordance with all applicable legal requirements and international standards, best industry practices and shall reflect organizational commitments regarding safety.

(b) Be communicated, with visible endorsement, throughout the organization.

(c) Include a clear statement about the provision of the necessary human and financial resources for its implementation.

(d) Include the following objectives:

1- Commitment to implement the safety management system;
2- Commitment to the management of safety risks;
3- Commitment to encourage employees to report safety issues;
4- Commitment to continual improvement of safety
5- Establishment of clear standards for acceptable behavior; and
6- Identification of responsibilities of management and employees with respect to safety performance.

(e) The safety objectives should be linked to the safety performance indicators, safety performance targets and safety requirements of the organization's SMS.

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(f) The safety policy shall be reviewed periodically to ensure it remains relevant and appropriate to the organization.

7. ORGANIZATIONAL STRUCTURE AND RESPONSABILITIES

(a) The Organization shall establish and document the safety structure necessary for the implementation and maintenance of the organization's SMS Safety accountabilities of managers and appointed key safety personnel shall be included.

The structure shall include Accountable Manager who shall have the authority for ensuring that all activities are financed and carried out to the standard required by this Part. The organization shall notify the DCAA the name of the Accountable Manager.

The Accountable Manager shall have:

1- Full control of the human resources required for the operations authorized to be conducted under the operations approval certificate/ license;
2- Full control of the financial resources for the operations authorized to be conducted under the operations approval certificate/ license;
3- Final authority over operations authorized to be conducted under the operations approval certificate/ license;
4- Direct responsibility for the conduct of the organization's affair; and
5- Final responsibility for all safety issues.

(b) The organization shall identify a Safety Management post holder to be the member of management who shall be the responsible individual and focal point for the development and maintenance of an effective safety management system.

(c) The Safety Manager shall:

1- Ensure that processes needed for the SMS are established, implemented and maintained;
2- Report to the Accountable Manager on the performance of the SMS and on any need for improvement; and
3- Ensure safety promotion throughout the organization.

(d) The organization shall identify the safety responsibilities of all members of senior management, irrespective of other responsibilities.

(e) Safety-related positions, responsibilities and authorities shall be defined, documented and communicated throughout the organization.

(f) The organization shall have sufficient appropriately qualified staff for the planned tasks and activities.

(g) The organization shall maintain appropriate experience, qualification and training records to show compliance with paragraph (f) above.

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8.   FACILITY REQUIRMENTS

The organization shall have adequate:

(a)   Facilities for all planned tasks and activities.

(b)   Office accommodation for the management of all planned tasks and activities.

9.   EMERGENCY RESPONSE PLAN

The organization shall develop and maintain, or coordinate, as appropriate, an emergency response plan (ERP) that outlines what actions are to be taken following an accident or an emergency situation. The overall objective of emergency response plan is the safe continuation of operations or the return to normal operations as soon as possible.

10.   DOCUMENTATION

(a)   The organization shall develop and maintain SMS documentations, in paper or electronic form, to describe the following:

      1-   Safety policy;
      2-   Safety objectives;
      3-   SMS requirements, procedures and processes;
      4-   Accountabilities, responsibilities and authorities for procedure and processes; and
      5-   SMS outputs.

b)   The organization shall, as part of the SMS documentation, develop and maintain a Safety Management System Manual (SMSM), to communicate the organization's approach to safety throughout the organization.

c)   The SMSM shall document all aspects of the SMS, and its contents shall include the following:

      1-   Scope of the safety management system;
      2-   Safety policy and objectives;
      3-   Safety accountabilities;
      4-   Key safety personnel;
      5-   Documentation control procedures;
      6-   Emergency response planning;
      7-   Hazard identification and risk management schemes;
      8-   Safety performance monitoring;
      9-   Management of change;
      10- Safety auditing; and
      11- Safety promotion.

d)   The SMSM shall be accepted by the DGCA.

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11. PREPARATION OF SMSM

Safety Management System Manual required by this part shall:

(a)   Be typewritten and signed by the operator and /or service provider;

(b)   Be in a form that is easy to revise;

(c)   Has the effective date and issuance status (original/amendment number on each page);

(d)   Has approval sheet showing issue number, amendment number and its effective date; and

(e)   Be organized in a manner helpful to the preparation, review, and approval processes.

12. RECORDKEEPING

(a)   The organization shall establish a system of record keeping that allows adequate storage and reliable traceability of all activities developed.

(b)   The format of the records shall be specified in the organization's procedures.

(c)   Records shall be stored in a manner that ensures protection from damage alteration and theft.

(d)   Records shall be accessible to the DGCA.

13. SUBCONTRACTING AND PURCHASING

(a)   The organization shall have a documented process, acceptable to the DGCA, to ensure that when subcontracting or purchasing any part of its SMS activity, the subcontracted or purchased service or product conforms to applicable requirements.

(b)   The subcontracted organization and its products, services and/or credentials shall be evaluated periodically by the organization. Upon request, the organization shall ensure that the DGCA is given access to the subcontracted organization, to determine continued compliance with the applicable requirements.

14. SMS IMPLEMENTATION PLAN

(a)   Prior to it being authorized to operate in accordance with its SMS, the organization shall develop, and adhere to, an SMS implementation plan.

(b)   The SMS implementation plan shall be the definition of the approach the organization will adopt for managing safety in a manner that will meet the organization's safety objectives.

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(c)   The SMS implementation plan shall be endorsed by the accountable manager and/or the senior management of the organization.

(d)   The SMS implementation plan shall be implemented within a time frame agreed with the authority.

(e)   The SMS implementation plan shall include the following:

    1- Safety policy and objectives;
    2- Safety roles and responsibilities;
    3- System description;
    4- Gap analysis;
    5- SMS components;
    6- Safety performance measurement;
    7- Safety reporting policy;
    8- Safety communication;
    9- Means of employee involvement; and
    10- Management review of safety performance.

(f)   The SMS implementation plan shall be endorsed by the accountable manager and/or senior management of the organization.

(g)   A service provider shall, as part of the development of the SMS implementation plan, complete a system description.

(h)   The system description shall include the following:

    1- The system interactions with other systems in the air transportation system;
    2- The system functions;
    3- Required Human Factors considerations of the system operation;
    4- Hardware components of the system;
    5- Software components of the system;
    6- Related procedures that define guidance for the operation and use of the system;
    7- Operational environment; and
    8- Contracted and purchased products and services.

(i)   An operator and / or service provider shall, as part of the development of the SMS implementation plan, complete a gap analysis, in order to:

    1- Identify the safety arrangements existing within the organization; and
    2- Determine additional safety arrangements required to implement and maintain the organization's SMS.

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15.   SAFETY RISK MANAGEMENT

15.1   General

(a) The organization shall document, develop and maintain a formal process that hazards in operations are identified.

(b) The organization shall establish a Safety Data Collection and Processing System (SDCPS) that shall include reactive, proactive and predictive methods of safety data collection.

(c) The organization shall develop and maintain an SDCPS that provide for the identification of hazards and the analysis, assessment and control of risks.

15.2   Hazard Identification

The organization shall document, develop and maintain formal means of collecting, recording, acting on and generating feedback about hazards in operations, which combine reactive, proactive and predictive methods of safety data collection. This includes mandatory, voluntary and confidential reporting systems.

The hazard identification process shall, at least, be processed as the following steps:

(a) Reporting of hazards, events or safety concerns;

(b) Collection and storing the safety data;

(c) Analysis of the safety data; and

(d) Distribution of the safety information distilled from the safety data.

15.3   Risk Management

(a) The organization shall develop and maintain a formal risk management process that ensures the analysis, assessment and control of risks to an acceptable level.

(b) The risks in each hazard identified through the hazard identification processes described above shall be analyzed in terms of probability and severity of occurrence, and assessed for their tolerability.

(c) The organization shall define the levels of management with authority to make safety risk tolerability decisions.

(d) The organization shall define safety controls for each risk assessed as intolerable.

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16. SAFETY ASSURANCE

16.1 General

    (a) The organization shall develop, document and maintain safety assurance process to ensure that the safety risks controls developed as a consequence of the hazard identification and risk management activities achieve their intended objectives.

    (b) Safety assurance processes shall also apply to the organization's subcontracted activities and/ or operations.

    (c) The safety data analysis that results from the SDCPS shall be non-punitive and contain adequate safeguards to protect the source(s) of the data. However, in exceptional cases, e.g. cases of willful disregard of operating procedures, a safety data analysis program cannot be considered non-punitive, if wider safety interests are to be maintained.

16.2 Safety Performance Monitoring and Measurement

The organization shall, as part of the SMS safety assurance processes, document, develop and maintain the necessary means to verify safety performance of the organizations in reference to the safety performance indicators and safety performance targets of the SMS, and to validate the effectiveness of safety risk controls.

Safety performance monitoring and measurement means shall include the following:

    (a) Safety reporting;

    (b) Safety audits;

    (c) Safety surveys;

    (d) Safety reviews;

    (e) Safety studies; and

    (f) Internal safety investigations.

The hazard reporting procedures shall set out the conditions to ensure effective reporting, including the conditions under which disciplinary/ administrative action shall not apply.

16.3 Management of Change

The safety assurance processes shall encompass a formal process for the management of change that shall:

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(a) Identify changes within the organization which may affect established processes and services;

(b) Describe the arrangements to ensure safety performance before implementing changes; and

(c) Eliminate or modify safety risk controls that are no longer needed due to changes in the operational environment.

16.4 Continuous improvement of the Safety Management System

The safety assurance processes shall encompass a formal process to set goals for the improvement of aviation safety, identify the causes of under-performance of the SMS, determine the implications on its operation, and rectifying those situations involving below standard performance in order to ensure the continuous improvement of the SMS.

Continuous improvement of the organization SMS shall include:

(a) Proactive and reactive evaluations facilities, equipment, documentation and procedures, to verify the effectiveness of strategies for control of safety risks; and

(b) Proactive evaluation of the individuals' performance, to verify the fulfillment of safety responsibilities.

16.5 Management Review

Top Management shall conduct regular reviews of the SMS, including the output of the Safety Risk Management and assess the need for changes to the organization.

17. SAFETY PROMOTION

17.1 General

The organization shall document, develop and maintain formal safety promotion system. The purpose of safety promotion is to create an environment where the safety objectives of the organization can be achieved.

17.2 Safety Training

(a) The organization shall, as part of his safety promotion activities, develop and maintain a safety training program and communication activities that ensure that personnel are trained and competent to perform the SMS duties.

(b) The scope of the safety training shall be appropriate to the individual's involvement in the SMS.

(c) The Accountable Manager shall receive safety awareness training regarding:

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1- Safety policy and objectives;
2- SMS standards;
3- SMS roles and responsibilities; and
4- Safety assurance.

17.3 Safety Communication

(a) The organization shall, as part of his safety promotion activities, develop and maintain a safety communication policy in order to:

1- Ensure that all staff is aware of the SMS (this awareness should be appropriate to the individual's involvement in the SMS);
2- Convey safety critical information;
3- Explain why particular safety actions are taken;
4- Explain why safety procedures are introduced or changed; and
5- Convey generic safety information.

(b) The organization shall establish formal means of safety communication which include:

1- Safety policies and procedures;
2- Newsletters;
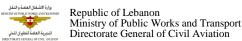3- Bulletins; and
4- Websites.

18. QUALITY ASSURANCE

The organization shall document and implement a quality assurance program commensurate with the size and complexity of the operation. The program shall ensure that the organization quality policy is consistent with, and supports the fulfillment of the activities of the SMS.

Internal Safety Audits covering all aspects of the SMS shall be performed annually by the organization.

The Accountable Manager is ultimately responsible for the resolution of the audit findings.

19. PHASES OF THE SMS IMPLEMENTATION

(a) This regulation proposes, but does not mandate, a phased implementation of a service provider's SMS which encompasses four phases:

(b) *Phase I-* Planning should provide a blueprint on how the SMS requirements will be met and integrated into the organization's work activities, and an accountability framework for the implementation of the SMS:

1- Identify the Accountable Manager and the safety accountabilities of managers;

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2- Identify the person (or planning group) within the organization responsible for implementing the SMS;

3- Describe the system (ATOs, air operators, AMOs, ATC service providers, certified aerodromes, ground handling organizations and aircraft caterers);

4- Conduct a gap analysis of the organization's existing resources compared with the national and international requirements for establishing an SMS;

5- Develop an SMS implementation plan that explains how the organization will implement SMS on the basis of national requirements and international SARPs, the system description and the results of the gap analysis;

6- Develop documentation relevant to safety policy and objectives; and

7- Develop and establish means for safety communication.

(c) **Phase II-** Reactive processes should put into practice those elements of the SMS implementation plan that refer to safety risk management based on reactive processes:

1- Hazard identification and safety risk management using reactive processes.

2- Training relevant to:
    i. SMS implementation plan components; and
    ii. Safety risk management (reactive processes).

3- Documentation relevant to:
    i. SMS implementation plan components; and
    ii. Safety risk management (reactive processes).

(d) **Phase III-** Proactive and predictive processes should put into practice those elements of the SMS implementation plan that refer to safety risk management based on proactive and predictive processes:

1- Hazard identification and safety risk management using proactive and predictive processes;

2- Training relevant to:
    i. SMS implementation plan components; and
    ii. Safety risk management (proactive and predictive processes).

3- Documentation relevant to:
    i. SMS implementation plan components; and
    ii. Safety risk management (proactive and predictive processes).

(e) **Phase IV-** Operational safety assurance should put into practice operational safety assurance:

1- Development of and agreement on safety performance indicators and safety performance targets;

2- SMS continuous improvement;

3- Training relevant to operational safety assurance;

4- Documentation relevant to operational safety assurance; and

5- Develop and maintain formal means for safety communication.

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ATTACHMENT A - FLIGHT SAFETY DOCUMENTS SYSTEM

1. Introduction

a) The following material provides guidance on the organization and development of an operator's flight safety documents system. It should be understood that the development of a flight safety documents system is a complete process, and changes to each document comprising the system may affect the entire system. Guidelines applicable to the development of operational documents have been produced by government and industry sources and are available to operators. Nevertheless, it may be difficult for operators to make the best use of these guidelines, since they are distributed across a number of publications.

b) Furthermore, guidelines applicable to operational documents development tends to focus on a single aspect of documents design, for example, formatting and typography. Guidelines rarely cover the entire process of operational documents development. It is important for operational documents to be consistent with each other, and consistent with regulations, manufacturer requirements and Human Factors principles. It is also necessary to ensure consistency across departments as well as consistency in application. Hence the emphasis on an integrated approach, based on the notion of the operational documents as a complete system.

c) The guidelines in this Attachment address the major aspects of an operator's flight safety documents system development process. The guidelines are based not only upon scientific research, but also upon current best industry practices, with an emphasis on a high degree of operational relevance.

2. Organization

a) A flight safety documents system should be organized according to criteria which ensure easy access to information required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.

b) Information contained in a flight safety documents system should be grouped according to the importance and use of the information, as follows:

1- Time-critical information, e.g. information that can jeopardize the safety of the operation if not immediately available;
2- Time-sensitive information, e.g. information that can affect the level of safety or delay the operation if not available in a short time period;
3- Frequently used information;
4- Reference information, e.g. information that is required for the operation but does not fall under 2) or 3) above; and
5- Information that can be grouped based on the phase of operation in which it is used.

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c) Time-critical information should be placed early and prominently in the flight safety documents system.

d) Time-critical information, time-sensitive information and frequently used information should be placed in cards and quick-reference guides.

3. Validation

The flight safety documents system should be validated before deployment, under realistic conditions. Validation should involve the critical aspects of the information use, in order to verify its effectiveness. Interactions among all groups that can occur during operations should also be included in the validation process.

4. Design

a) A flight safety documents system should maintain consistency in terminology and in the use of standard terms for common items and actions.

b) Operational documents should include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviations included in the flight documents system should be defined.

c) A flight safety documents system should ensure standardization across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. This includes a consistent location of specific types of information, consistent use of units of measurements and consistent use of codes.

d) A flight safety documents system should include a master index to locate, in a timely manner, information included in more than one operational document.

Note.- The master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.

e) A flight safety documents system should comply with the requirements of the operator's quality system, if applicable.

5. Deployment

Operators should monitor deployment of flight safety documents system, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. This monitoring should include a formal feedback system for obtaining input from operational personnel.

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6. Amendment

a) Operators should develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including but not limited to, the State of Operator, State of Design, State of Registry, manufacturers and equipment vendors.

Note. - Manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators should ensure that such information meets their specific needs and those of the local authority.

b) Operators should develop an information gathering, review and distribution system to process information resulting from changes that originate within the operator, including:

1- Changes resulting from the installation of new equipment;
2- Changes in response to operating experience;
3- Changes in an operator's policies and procedures;
4- Changes in an operator certificate; and
5- Changes for purposes of maintaining cross fleet standardization.

Note. – Operators should ensure that crew coordination philosophy, policies and procedures are specific to their operation.

c) A flight safety documents system should be reviewed:

1- On a regular basis (at least once a year);
2- After a major event (mergers, acquisitions, rapid growth, downsizing, etc.);
3- After technology changes (introduction of new equipment); and
4- After changes in safety regulations.

d) Operators should develop methods of communicating new information. The specific methods should be responsive to the degree of communication urgency.

Note. – As frequent changes diminish the importance of new or modified procedures, it is desirable to minimize changes to the flight safety documents system.

e) New information should be reviewed and validated considering its effects on the entire flight safety documents system.

f) The method of communicating new information should be complemented by a tracking system to ensure currency by operational personnel. The tracking system should include a procedure to verify that operational personnel have the most recent updates.

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