

## **1. INTRODUCTION**

In discussing Safety Promotion in this age, what comes to mind is change or innovation. People respond differently to change. People will not easily adopt to change, not because they do not want or are not interested but because they do not just know the 'how' or are scared of the unknown.

When there is a move, a change or an innovation three things are bound to happen, non-acceptability, rejection or apprehension.

Apprehension, not because it has no positive impact for the desired output but because the 'how' has not been cultivated from within.

In terms of Safety Management, achievement of a positive safety culture and ultimately safe aviation is the aim but it is the 'how' that is obscure.

It is this "how" that ICAO has packaged into Safety Promotion for the systematic management of information and training.

## **2. SAFETY PROMOTION**

Safety Promotion involves the establishment of internal as well as external processes by the state to provide or facilitate the promotion of safety through safety training, safety communication and dissemination of safety information for the attainment of a positive safety culture and ultimately safety in aviation activities.

Two things stand out, Internal and External Training and Communication as inputs.

Training gives the skill to do something rather than just know about something, on the other hand, Communication is the impartation or exchange of information by speaking, writing or using any other preferred media.

Both for the attainment of a positive safety culture as an output.

## **3. MISSING LINK**

ICAO provides guidance and assistance to the State Regulator and the regulator provides similar guidance and assistance to the Industry and other stake holders in promotion of aviation safety.

The Regulator is required to promulgate the 'how' internally within itself and externally to the industry and other stakeholders. It is the second level 'how' which is usually the missing or weak link within the Regulator and externally to the Industry.

In attaining positive safety culture and safety in aviation activities, the 'how' ought to be efficiently and effectively delivered.

## **4. THE CASE OF ZAMBIA – THE REGULATOR**

In the last few years of the establishment of the Civil Aviation Authority in Zambia, the CAA has recognized the weak and broken links within its delivery system of safety promotion. In our quest for an efficient and effective internal delivery system, the CAA

has chosen to use the Quality Process Approach system which basically involves the systematic management of processes and their interactions so as to achieve the intended results.

**4.1. Monitoring and Evaluation**

This system speaks to the CAA's Strategic Plan and its objectives to monitor and evaluate progress made in achieving the strategic objectives which include Training and communication.

**4.2. Performance Management**

In order to ensure the attainment of targets and objectives, the Zambian CAA has embarked on the use of a Balanced Score Card Performance Management System for managing overall performance. This system speaks to CAA employees as individuals in the delivery of their tasks which include amongst others, tasks related to the management of safety.

**4.3. The Surveillance System**

The CAA has a planned surveillance system and undertakes the monitoring and evaluation of the aviation industry performance and compliance levels. Any hazards and risks identified are closely followed up for mitigation and closure.

**4.4. Safety Management**

Safety reporting, data processing and analysis, risk analysis and transformation of data into information which is then shared for learning and improvement.

**4.5. Quality Management System**

This speaks to the processes to ensure that the desired and intended results are achieved. The system provides internal checks on internal process, risk and compliance management for the assurance of the attainment of planned process outputs.

The interactions of these systems deliver the intended result which in this case is efficient and effective safety promotion.

**5. THE CASE OF ZAMBIA – THE INDUSTRY AND OTHER STAKE HOLDERS**

In achieving safety promotion, the CAA has embarked on:

**5.1. Training**

In the quest for improved safety, the CAA organizes both internal and external training and shares training opportunities with the industry and other stakeholders.

**5.2. Safety Awareness Meetings**

The CAA holds meetings with the stakeholders, where safety information is discussed and recommendations for improvements agreed and made.

**5.3. Risk Based Surveillance**

Identified concerns are shared and discussed with the concerned stakeholder.

**6. CONCLUSION**

This presentation underscores the importance of identifying gaps in the delivery of safety promotion and aligning different processes, as they may apply, for the purposes of delivering efficient and effective safety promotion and for the enhancement of a positive safety culture and subsequently a safe world of aviation activities.