
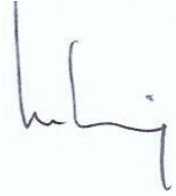


SMS MANUAL PROVIDER B



0 Management of documentation

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Function: Safety manager Date : 24.02.23 Signature : 	Function : Director Date :24.02.23 Signature : 

Liste de contrôle

VERSION	DATE	CONTENU	PAGES MODIFIEES	QUI
1	22.09.2016	Initial version	All	Safety manager
2	05.09.2017	Update after Annex19 V2	All	Safety manager
3	28.10.2019	Integration of safety studies	All	Safety manager
4	23.01.2021	Update after CAA audit	All	Safety manager
5				

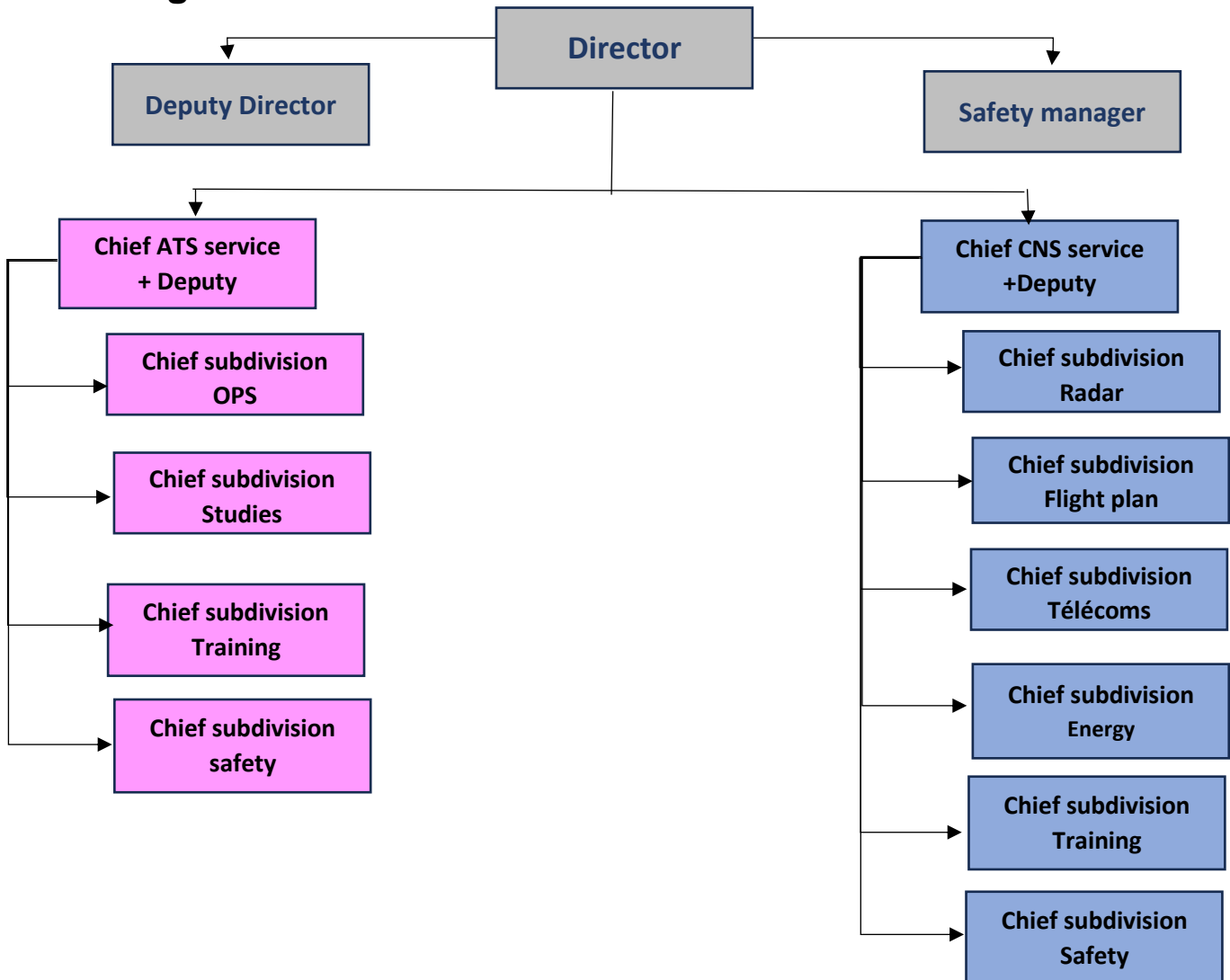
1 SUMMARY

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2 ORGANIZATION

2.1 Organizational chart



Service ATS

OPS subdivision: operational management of the control room in real time.

Studies subdivision: settings of controller tools, link with technical service.

Training Subdivision: training of ATCOS, qualification, continuing training.

Safety subdivision: processing of ATS safety events.

Service CNS

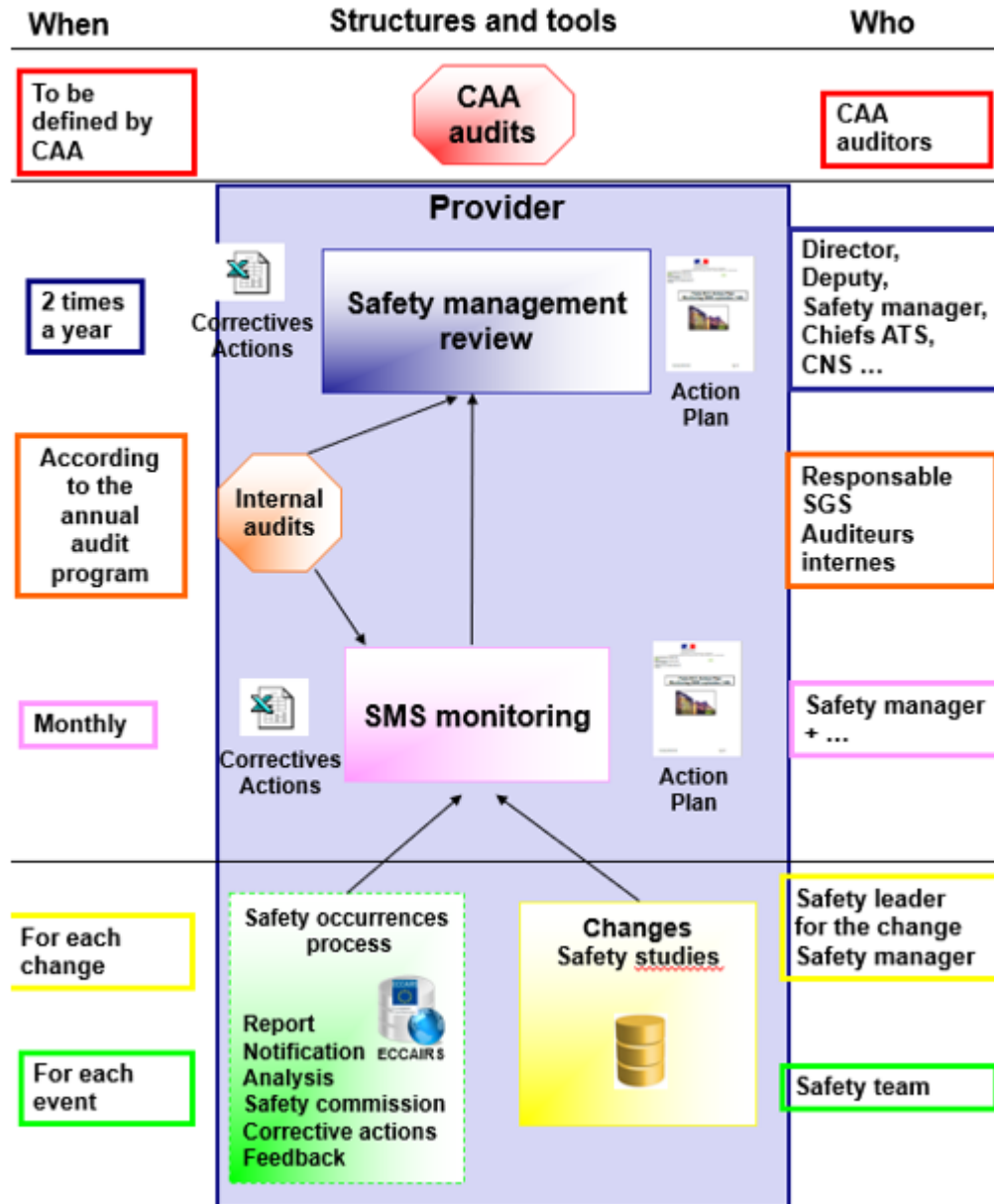
Subdivisions: radar, PLN, Telecoms, Energy/air conditioning: management of technical areas.

Training subdivision: training of ATSEPs, technicians, qualification, continuing training.

Safety subdivision: processing of technical safety events.

2.2 SMS Organization

SMS Organization



SMS monitoring

SMS Monitoring is done at 3 levels; management, ATS service and CNS service.

3 Safety policy and objectives

3.1 Policy and action plan

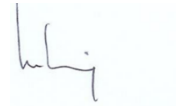
The policy or strategy of Service Provider x is defined by the Director under the authority of the Director General of Civil Aviation. It is materialized by a set of strategic orientations defined in the 5-year plan and translated into each annual action plan.

Policy

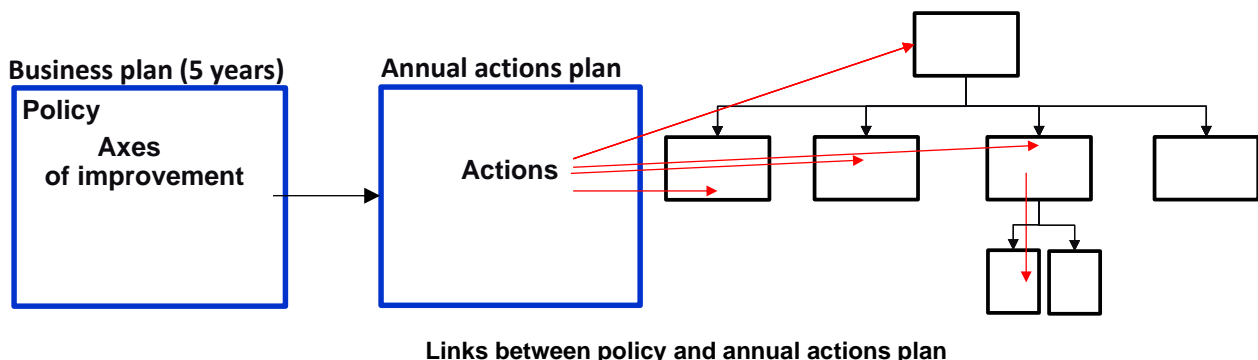
We have achieved, thanks to everyone's efforts, a satisfactory level of security. However, progress is needed in a few areas where inadequacies have been observed. To this end, we favor developing the following strategic axes:

- 1) Control the environmental impact of air traffic
 - 2) Improve traffic flow (delays).
 - 3) Improve the economic efficiency of air navigation services.
- I ask all managers and all agents concerned to implement this security policy.
- 4) Ensure a high level of safety and security of air navigation
 - a) Implement and improve SMS
 - b) Improve the reporting of security events by developing a just culture.
 - c) Define a procedure for managing changes, provide training for the agents involved and start carrying out security studies.
 - d) Ensure a high level of training for ATCOs and ATSEPs.

Director



Annual actions plan



The action plan is a tool that must be used by the main managers.

3.2 Responsibilities

Safety responsibilities are defined in note 123/2018/Responsibilities/DG. This note was distributed to all agents.

3.3 Safety manager

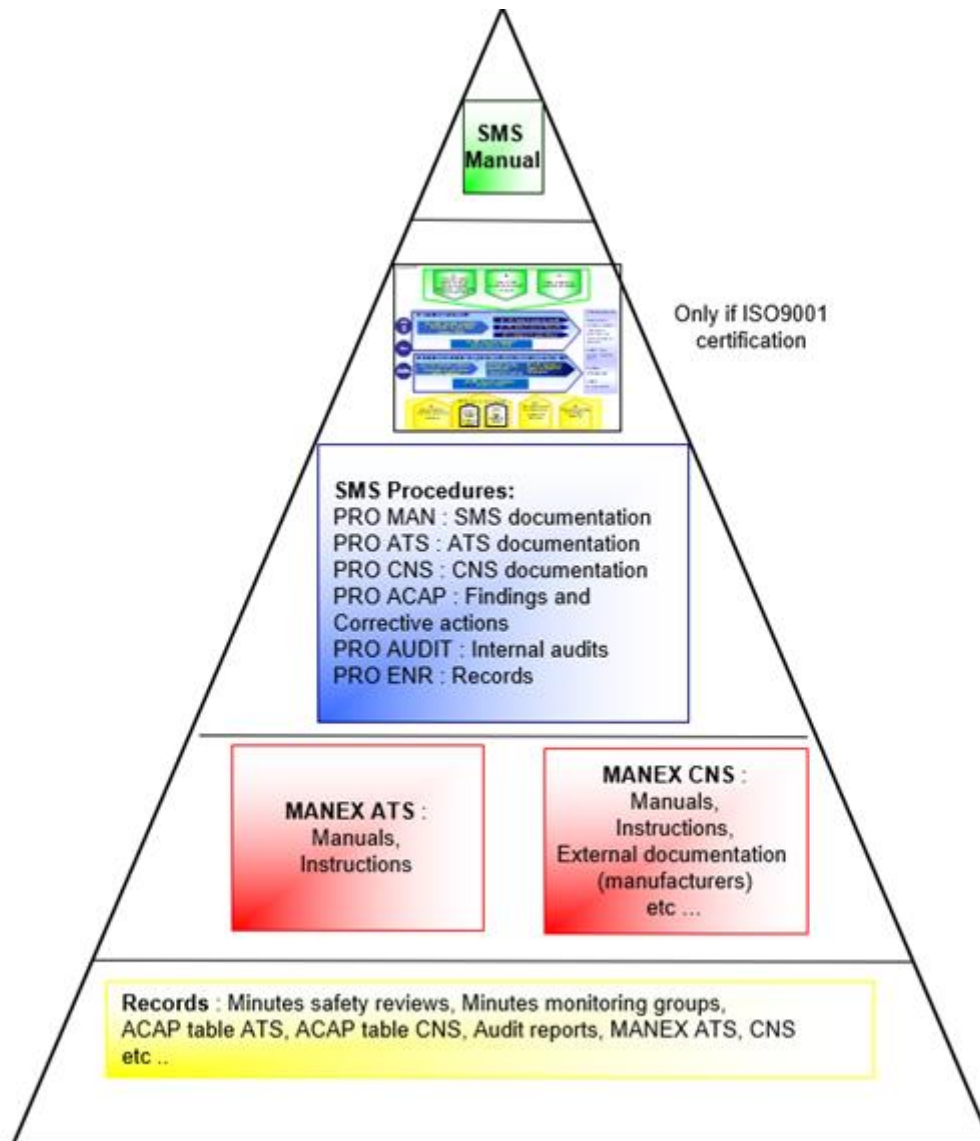
The safety manager is responsible, under the authority of the director, for the implementation of the SMS and its management

He is part of the management team and participates in management meetings held every Monday morning.

3.4 Coordination of emergency response planning



3.5 Documentation



SMS documentation can be represented by a 5 floors pyramid.



This floor corresponds to the ISO9001 quality approach.

ATS documentation management is defined in the PRO ATS procedure
 CNS documentation management is defined in the PRO CNS procedure
 Recording management is defined in the PRO ENR procedure.

4 Risk Management

4.1 Safety events

Safety event processing is carried out by the ATS and CNS safety subdivisions. Safety events are stored in the ECCAIRS database.

The different stages of this process are : report, notification, analysis (severity, frequency, causes), corrective actions, feedback.

The procedure for processing ATS and CNS safety events is described in the Safety Event Processing Manual.

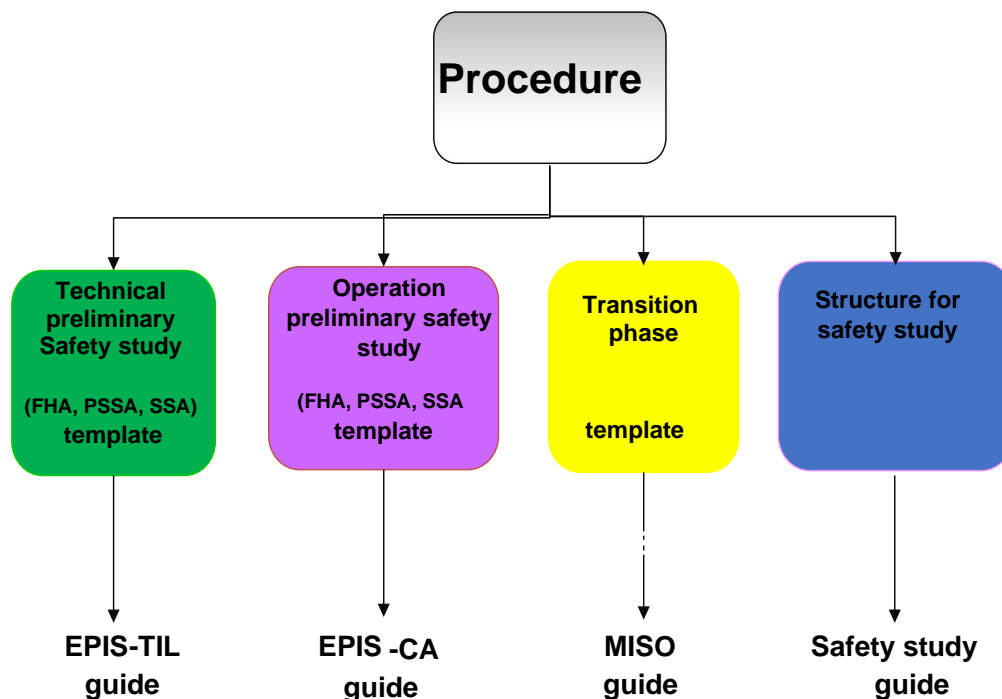
All safety events must be processed within one month of their postponed date.

4.2 Management of changes / Risk assessment and mitigation

4.2.1 Organization

The PRO CHANGE procedure, templates and associated guides define the change management methodology. There are forms (templates) for technical changes, for operation, for the transition phase and for safety studies.

The results of the preliminary study indicate whether a safety study is necessary.



4.2.2 Procedure PRO CHANGE

The PRO CHANGE procedure defines the management of the list of changes, the methodology used for preliminary studies, for safety studies, the acceptance process (risk matrix), the training followed by the writers of the safety studies.

	<div><div></div>Intolerable</div>	<div><div></div>Tolerable</div>	<div><div></div>Acceptable</div>		
Risk Frequency	Risk Severity				
	Catastrophic A	Dangerous B	Major C	Minor D	Negligeable E
Frequent 5	A5	B5	C5	D5	E5
Occasional 4	A4	B4	C4	D4	E4
Remote 3	A3	B3	C3	D3	E3
Improbable 2	A2	B2	C2	D2	E2
Extremely improbable 1	A1	B1	C1	D1	E1

4.2.3 List of changes

The safety manager updates the list of planned changes. This list is validated during safety management reviews.

5 Safety assurance

5.1 Safety performance measurement

5.1.1 Indicators

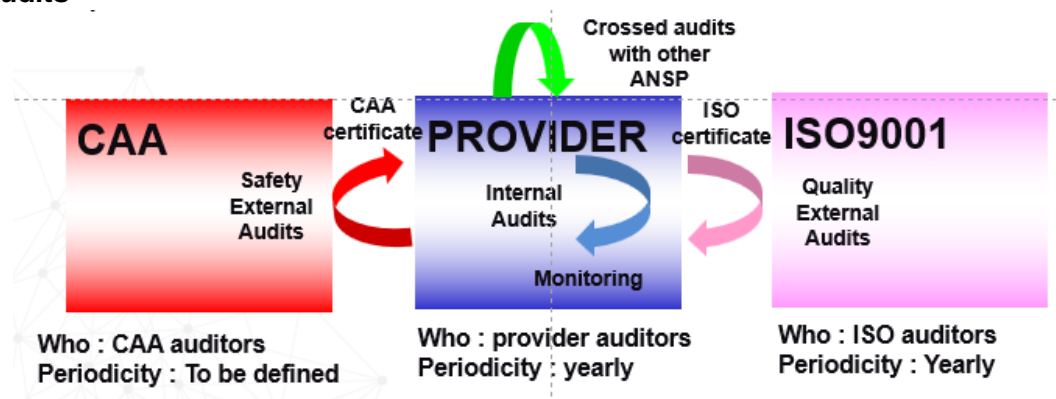
For each indicator, the following are defined in a form:

- The source,
- The calculation method,
- The person responsible for the indicator,
- The date of publication of the indicator,
- The periodicity,
- The alert threshold,
- The target ...

A monthly dashboard of indicators is produced by the safety manager in coordination with the ATS and CNS safety subdivisions.

This dashboard is transmitted to all ATS and CNS subdivisions. The dashboard is used during different meetings: management team meetings (every Monday morning), monthly ATS and CNS monitoring groups

5.1.2 Audits



5.1.3 Internal audits

The PRO AUDIT procedure defines the management of internal audits.

The list of internal audits is updated by the safety manager and validated during safety management reviews.

Auditors follow training provided by an approved organization and must carry out at least 1 audit per year.

5.1.4 External audits

The safety manager is the entry point for all external audits.

5.2 Continuous improvement



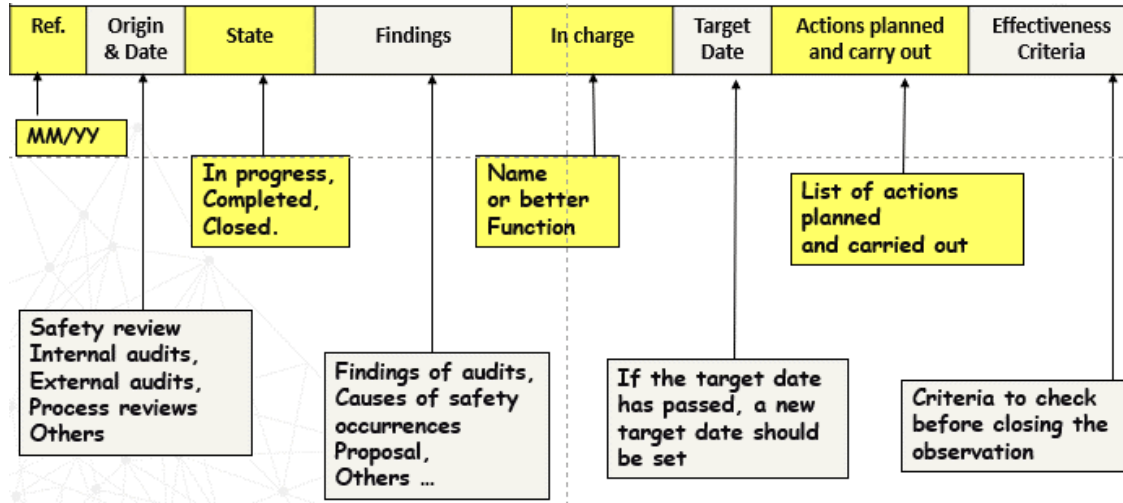
Plan Do Check Act concept or Deming Wheel

5.2.1 Correctives Actions

Monitoring of corrective actions is done at 3 levels:

- Management, the corrective action table is managed by the safety manager.
- ATS service, the corrective action table is managed by the safety subdivision head.
- CNS service, the corrective action table is managed by the head of the safety subdivision.

Structure of a corrective action



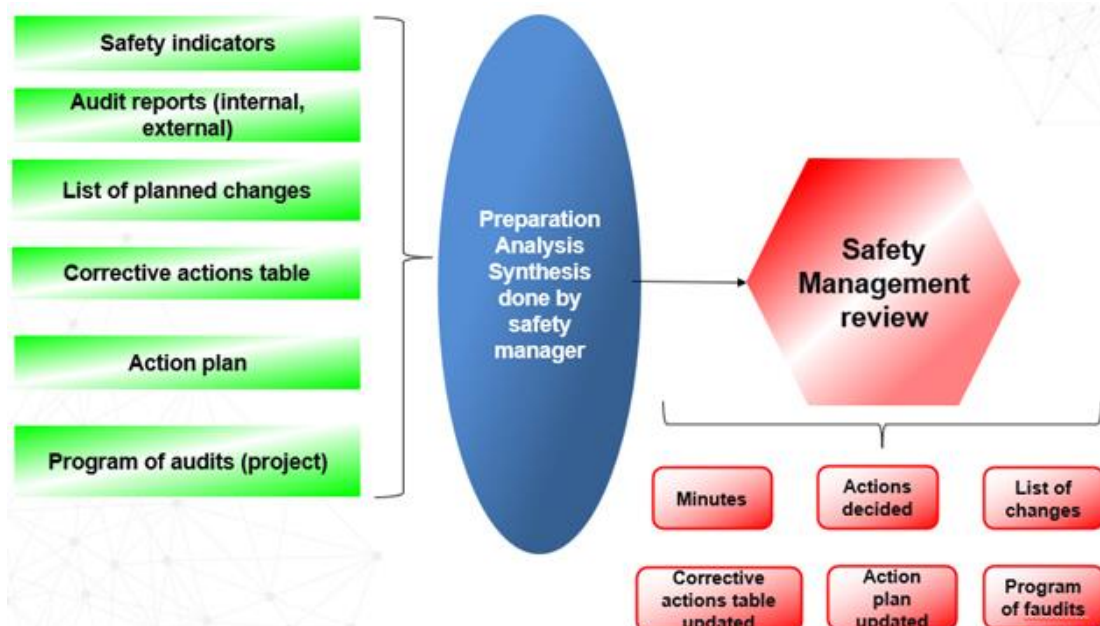
The PRO ACAP “Findings and corrective actions” procedure describes the management of corrective actions.

5.2.2 Safety management review

The safety management review should be carried out twice a year.

Safety Management Review:

- Director (president)
- Safety manager (secretary)
- Head of ATS service and his deputy
- Head of CNS service and his deputy
- Head of ATS safety division
- Head of CNS safety subdivision
- Experts if necessary.



6 Safety promotion

6.1 ATCOs and ATSEPs training

The training of ATCOs and ATSEPs is governed by regulatory texts and leads to a qualification, a license, and an authorization.

See PRO QUALIF ATS and PRO QUALIF CNS procedure.

6.2 SMS training

Certain functions are identified and are the subject of specific SMS training. The safety manager monitors this training.

SMS training (safety manager defines and manages these trainings).

WHO ?	WHAT ?	WHERE ?
Main Managers	General concepts of a management system	External company
Safety Manager	General concepts of a management system, quality training, audit training, safety studies training.	External company
Personnel involved in the processing of safety events	Training on methodology, procedure, manual.	External company ENAC
Personnel concerned by security studies	Training on methodology, procedure, cause tree, etc.	External company ENAC
Auditors	Audit training	External company
Tous	SMS sensibilization	Safety manager.

6.3 SMS communication

SMS documentation is on an intranet site.

6.4 Feedback

ATS SERVICE

Each security event is handled by the security subdivision. A response is systematically made.

Reports from local safety commissions are sent to all subdivisions and ATCOs.

When necessary, feedback is sent to ATCOs and, in some cases, outside the organization.

CNS SERVICE

Each security event is handled by the security subdivision. A response is systematically made.

Reports from local safety commissions are sent to all subdivisions and ATSEPs.

When necessary, feedback is sent to ATSEPs and, in some cases, outside the organization.