



**Agenda Item 7: Other business**

**Implementation And Certification Of The Safety Management System (SMS) Of The Air  
Navigation Services Provider In The Dominican Republic**

(Dominican Republic)

**SUMMARY**

The purpose of this note is to inform GREPECAS of the status of SMS implementation of the Air Navigation Service provider in the Dominican Republic.

**References:**

- Annex 19
- Document 9859
- RAD110

**1. Introduction**

1.1 The Dominican Institute of Civil Aviation (IDAC), through the Air Navigation Directorate (DINA), entity in charge of providing Air Navigation Service for the Santo Domingo Flight Information Region, has completed the process for establishing and maintaining a Safety Management System (SMS) under the guidelines of national and international regulation.

1.2 In compliance with the requirements of Annex 19 of the ICAO and Dominican Aeronautical Regulation 110 (RAD-110, Safety Management System), an organizational structure was formed within the DINA in order to plan and implement the necessary processes to achieve the stated objective. This included the appointment of the Accountable Executive, the Safety Manager and the key personnel to carry out the tasks.

1.3 Taking advantage of IDAC's successful experience in the implementation of an Integral Management System based on the ISO 9001: 2008 Standards, subsequently updated to 2015; ISO 14001 on environment and Occupational Health and Safety Standards OHSAS 18001, the DINA decided to use the approach of this system based on processes to form the support of its SMS.

**2. Development**

2.1 The first task performed by the implementation team was to consult all the national and international regulations applicable to the Safety Management Systems. A team was appointed for this mission, which, using Document 9859 (Safety Management Manual) as a model, designed the Safety Management Manual of the DINA, based on the four fundamental pillars of the SMS:

1. Policy
2. Safety Risk Management
3. Safety Assurance
4. Communication and Promotion of Safety

2.2 An ambitious SMS training program was also initiated to provide the DINA staff with the necessary knowledge in SMS, taking into account the role that each one plays in our organization.

2.3 A web application was also designed for the notification and treatment of hazards and all personnel were instructed in its use.

2.4 A Safety Review Board was created as a strategic management organism of the DINA's Operational Safety, made up of the Accountable Executive (DINA Director) and those in charge of the departments that constitute it. An Operational Safety Policy was designed that reflects the vision of the IDAC and its ANSP, the DINA, in this matter.

2.5 Safety Action Groups were created to manage the identified hazards through reactive and proactive methods. These groups are made up of personnel from the different technical areas of the DINA and there is one for each air navigation service station throughout the national territory.

2.6 The communication and promotion of safety was structured within a transversal process of DINA that ensures that critical safety information is available to relevant personnel in a timely manner to positively influence decision making.

2.7 There is a process of audits, self-audits and SMS inspections, which ensures compliance (both prescriptive and based on performance) in terms of operational safety. Our system is audited internally by non-operational personnel exclusively dedicated to the management of Safety.

2.8 In February of last year 2017 DINA received an evaluation of the Civil Air Navigation Services Organization (CANSO) using the Standard of Excellence in Air Navigation Services (SEANS) where of the 33 sub-areas of evaluation, 19 were evaluated "C, Managed" and 14 as "D, Assured". The report concluded that DINA "has a well developed and implemented SMS", "ANSP being well positioned in terms of compliance with Annex 19 of the International Civil Aviation Organization" (ICAO).

2.9 At the end of February of this year, our SMS was again audited, this time by the Directorate of Planning and Development (DPD), through the Department of State Management of Safety (DGESO), body in charge of the State Safety Program (SSP) in the Dominican Republic, with the objective of measuring the compliance level of DINA's SMS with the Dominican Aeronautical Regulation RAD110. The results of the audit revealed that DINA SMS complies fully with our national regulations, so DINA SMS has been certified by the SSP of the Dominican Republic, which is a source of pride for DINA and the Dominican Institute of Civil Aviation (IDAC).

2.10 The fact of having implemented SMS and that it, as shown by the results of the audits, meets and exceeds the requirements and national and international standards, allows us to guarantee Safety in our Flight Information Region.

### **3. Suggested Action**

3.1 The meeting is invited to take note of the information pertinent to the process of implementation of the Safety Management System in the Air Navigation Directorate of the Dominican Civil Aviation

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Institute; which makes available to the interested States the experience acquired in said process and the collaboration of the personnel that participated in its implementation.

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