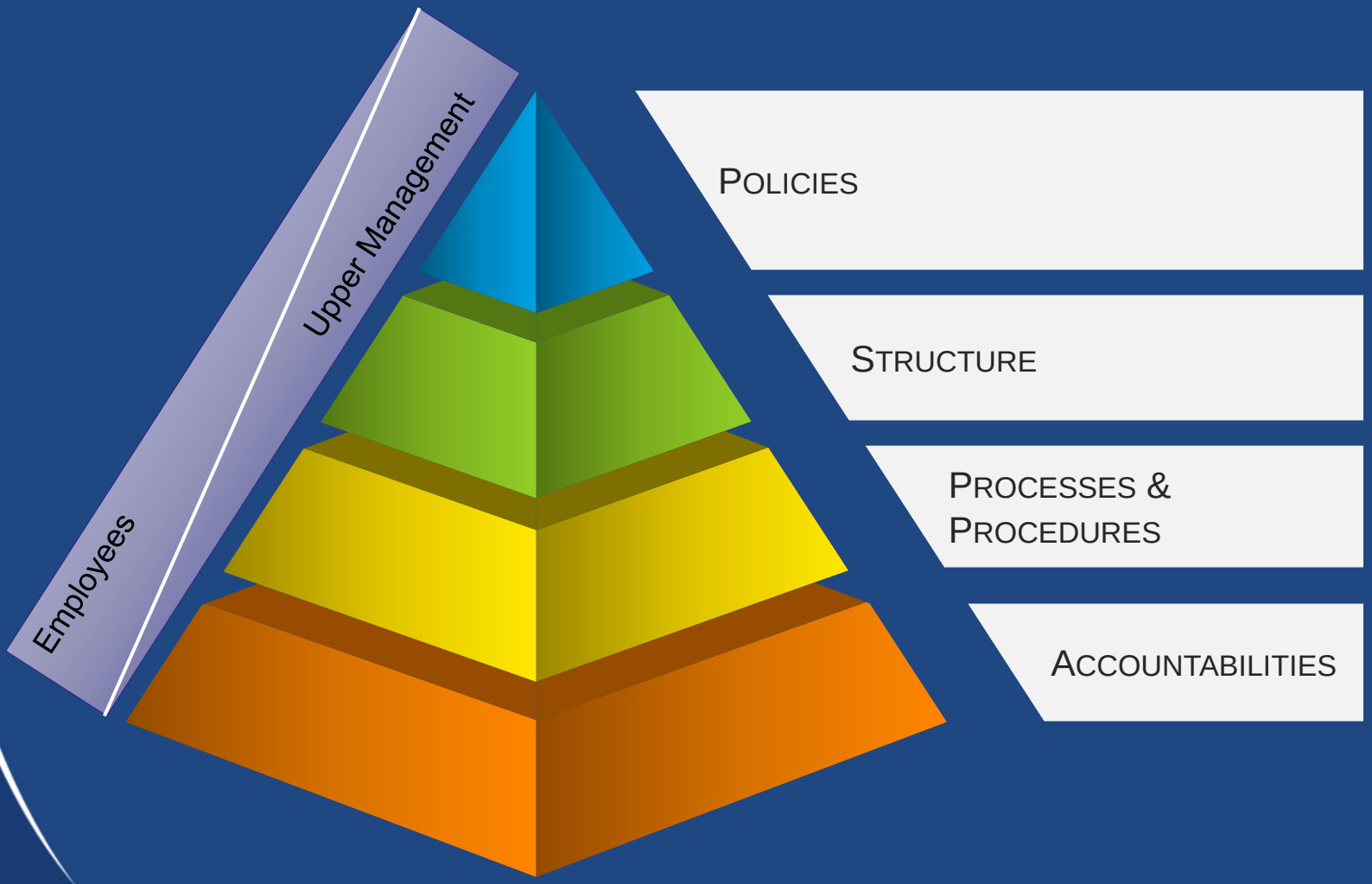
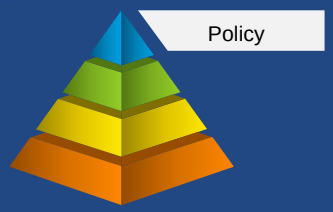
Kuwait International Airport

Safety Management System
Overall layout

Pyramid


Upper Management
Employees
POLICIES
STRUCTURE
PROCESSES &
PROCEDURES
ACCOUNTABILITIES



KIA Safety Policy

- Safety Is everyone's Responsibility
- Directors, Sections Heads, Leaders shall adopt the attitude of respect to safety matters
- Employees shall be aware of the risks and report any safety issues
- Reporting of safety concerns is not only encouraged; it's a duty

SAFETY MANAGEMENT SYSTEM

Kuwait International Airport Safety Policy

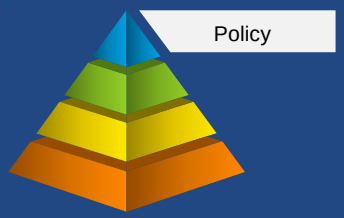
Kuwait International Airport (KIA), we actively support the safety policy of the Directorate General
/il Aviation (DGCA).

fety is everyone's responsibility. Directors, section heads, leaders and all employees shall adopt
:itude of respect for all safety matters. All employees shall make KIA's Safety Management Syste
MS) part of the way they conduct all of their activities. All employees shall be aware of the risks a
all report any and all safety issues, events or concerns.

shall adopt a Safety Management System that promotes employee participation that is open
rning from mistakes, that fosters a good understanding of risk and good communication of safe
ues throughout the organization, between all departments and levels. Reporting of safety concerns
t only encouraged; it is a duty. KIA shall establish and maintain a non-punitive reporting system, a
all ensure that it is enforced and fair.

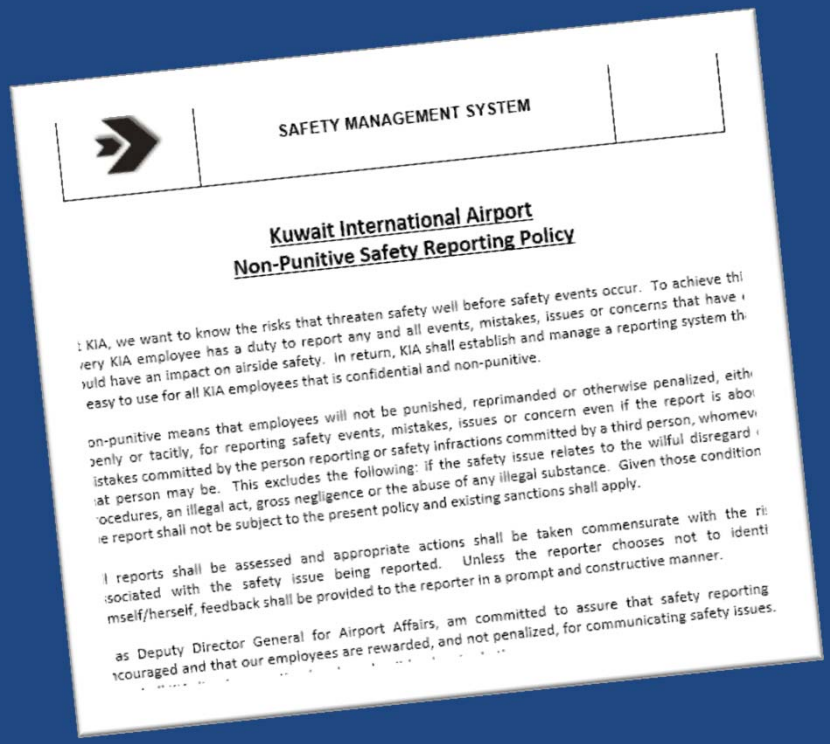
r objective is to make KIA the regional leader in safety. To achieve this, we shall ensure that
rsonnel have the knowledge, the tools and the resources to manage safety issues in a comprehensi
d proactive manner; managers shall establish detailed safety performance objectives that meet ar
herever possible, exceed regulatory requirements and international standards; we shall measu
rselves against our objectives; we shall actively seek to measure our own safety performance agair
st of similar airports; we shall continually try to improve our safety performance; and we shall condu
riodic internal assessments and executive reviews of the performance of our SMS. We shall also ensu
at companies providing services to or within KIA's airside operation have a system to manage safe
at is consistent with KIA's SMS.

shall provide the best possible airport services in the safest possible way. I, as the Deputy Direct
neral for Airport Affairs, am accountable to the President on all safety matters associated with t
eration of KIA. I expect and demand that all KIA employees consider safety as a top priority, along wi



KIA Non-Punitive Reporting Policy

- KIA Employees should report any events, mistakes, issues or safety concerns.
- No Punish or penalty for reporting safety mistakes, issues or concerns.
- Reports shall be assessed and appropriate action should be taken.



SAFETY MANAGEMENT SYSTEM

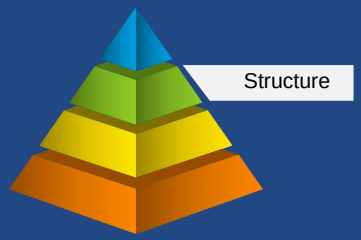
Kuwait International Airport
Non-Punitive Safety Reporting Policy

t KIA, we want to know the risks that threaten safety well before safety events occur. To achieve thi
very KIA employee has a duty to report any and all events, mistakes, issues or concerns that have
ould have an impact on airside safety. In return, KIA shall establish and manage a reporting system th
easy to use for all KIA employees that is confidential and non-punitive.

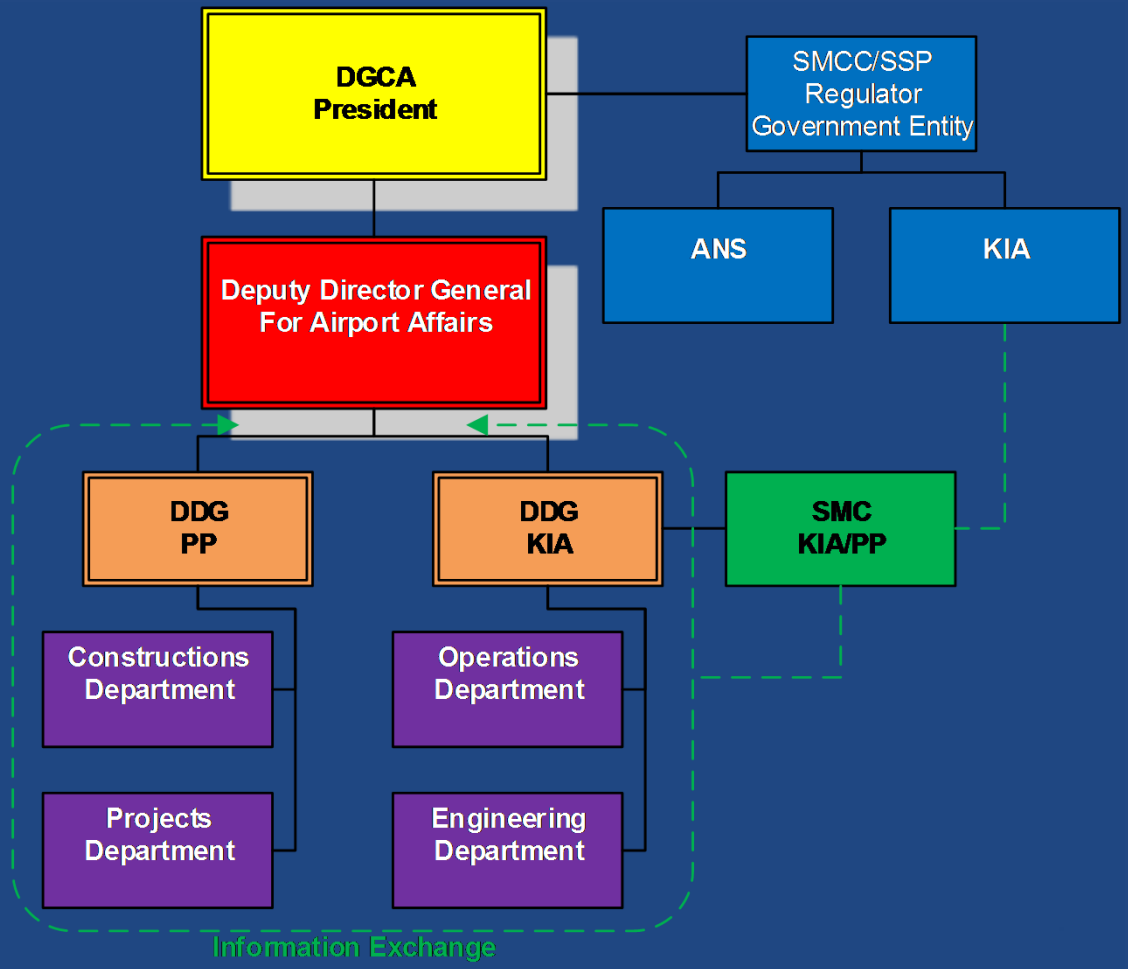
on-punitive means that employees will not be punished, reprimanded or otherwise penalized, eith
penly or tacitly, for reporting safety events, mistakes, issues or concern even if the report is abo
istakes committed by the person reporting or safety infractions committed by a third person, whomev
at person may be. This excludes the following: if the safety issue relates to the wilful disregard
ocedures, an illegal act, gross negligence or the abuse of any illegal substance. Given those condition
e report shall not be subject to the present policy and existing sanctions shall apply.

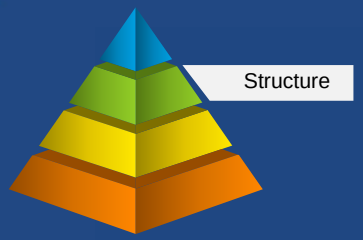
l reports shall be assessed and appropriate actions shall be taken commensurate with the ri
sociated with the safety issue being reported. Unless the reporter chooses not to identi
mself/herself, feedback shall be provided to the reporter in a prompt and constructive manner.

as Deputy Director General for Airport Affairs, am committed to assure that safety reporting
ncouraged and that our employees are rewarded, and not penalized, for communicating safety issues.

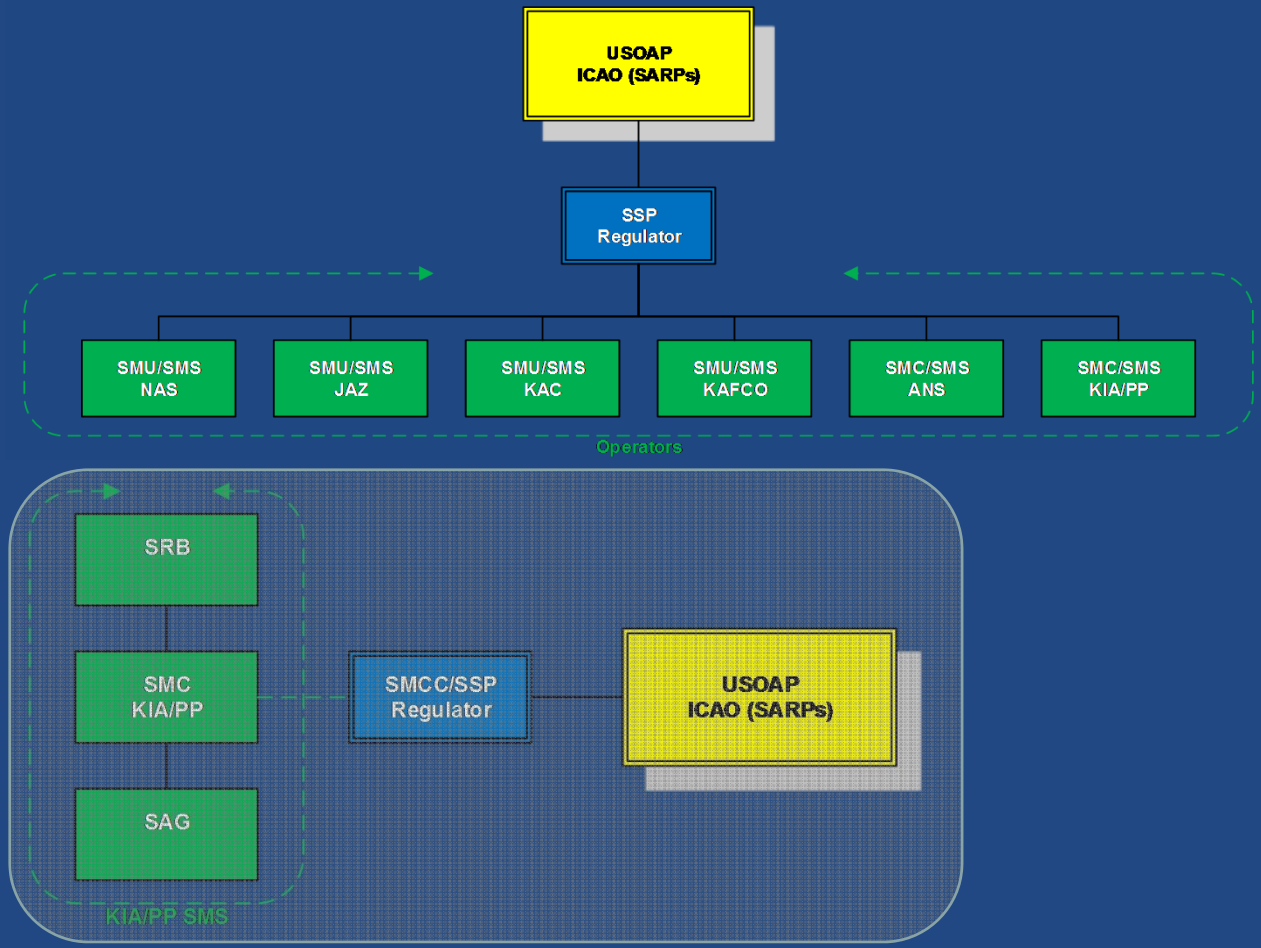

Structure

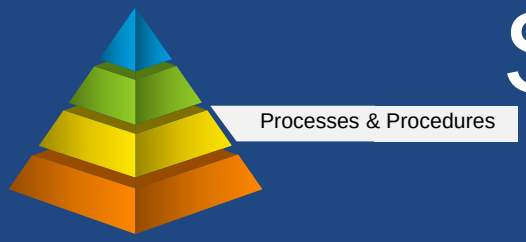
Structure


DGCA
President
SMCC/SSP
Regulator
Government Entity
ANS
KIA
Deputy Director General
For Airport Affairs
DDG
PP
DDG
KIA
SMC
KIA/PP
Constructions
Department
Operations
Department
Projects
Department
Engineering
Department
Information Exchange


Structure

The Concept


USOAP
ICAO (SARPs)
SSP
Regulator
SMU/SMS
NAS
SMU/SMS
JAZ
SMU/SMS
KAC
SMU/SMS
KAFCO
SMC/SMS
ANS
SMC/SMS
KIA/PP
Operators
SRB
SMC
KIA/PP
SAG
KIA/PP SMS
SMCC/SSP
Regulator
USOAP
ICAO (SARPs)



Safety Review Board - SRB

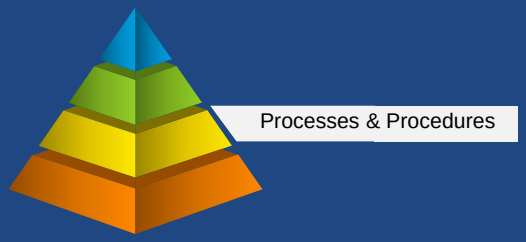
Description

Safety Review Board is chaired by the deputy director general for airport affairs (Head) which includes the following members:

- Operations Director
- Engineering Director
- Constructions Director
- Projects Director

Roles and Responsibilities

- Monitor Safety performance against policy and objectives
- Monitor the effectiveness of the SMS implementation plan
- Ensure that appropriate resources are allocated to achieve the established safety performance
- Gives strategic direction to the SMC



Safety Management Committee - SMC

Description

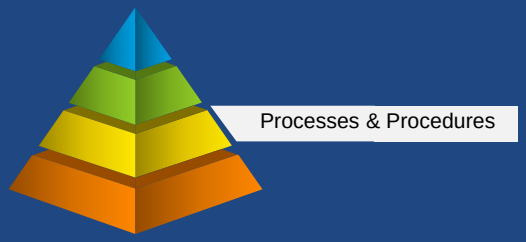
Shall have safety management experience and background and to develop and maintain effective SMS through dedicated members from the following:

- Operation Representative
- Engineering Representative
- Constructions Representative
- Projects Representative

Who meets in a weekly bases and report to the SRB periodically.

Roles and Responsibilities

- Manage the implementation plan
- Facilitates hazard identification and manage risk analysis
- Monitor corrective action plan
- Provides periodic report on safety performance
- Maintains safety documentation
- Plans and organize staff safety training
- Provides advice and assist SRB & SAG
- Overseeing hazard identification systems.
- Update SMS manual



Safety Action Group - SAG

Description

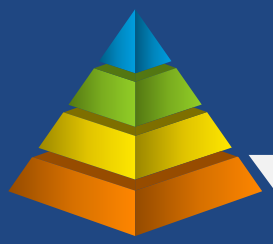
Consist of nominated members from:

- All section within the designated departments from KIA/PP sectors who offers the front-line personal which hold the reporting objective to ensure that SMS is implemented within its sector.
- Nominated members within departments from KIA/PP sectors based on director recommendation

Roles and Responsibilities

- Oversees operational safety within the functional area
- Resolves identified risks
- Assesses the impact on safety of operational changes
- Ensure that corrective action plan is taken in a timely manner
- Review the effectiveness of previous safety recommendations
- Safety promotion

Accountabilities



Accountabilities

Incident / Accident

Result of

Hazard Report

Reported by

Employee/SAG

Send to

Section Head

Make

Risk Assessment & CAP

Sent to

Department Director

Feedback

YES

Decision

Decision

NO

Final Decision

Forwarded to

SRB

Forward to

Reported by

Passenger/Employee

Submit Using

Reporting Method

Collected by

Copy to

KIA HAZARD & RISK DATABASE

SMS Team

Make

Risk Assessment & CAP

Stored on

Resources

- ICAO Safety Management System (SMS) Course, Module N 8, Revision N 11, dated 01/01/2008.
- Extensive meetings with Singapore Airport Group, CAG. Between 01/10/2011 to 01/12/2011.
- Extensive meeting with Civil Aviation Authority of Singapore, CAAS. Between 01/10/2011 to 01/12/2011.
- Meeting with Singapore Aviation Academy, SAA. 01/14/2011.
- Doc 9859 (Safety Management Manual)
- ICAO Universal Safety Oversight Audit Program.

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Kuwait International Airport

Safety Management System
&
Safety Culture

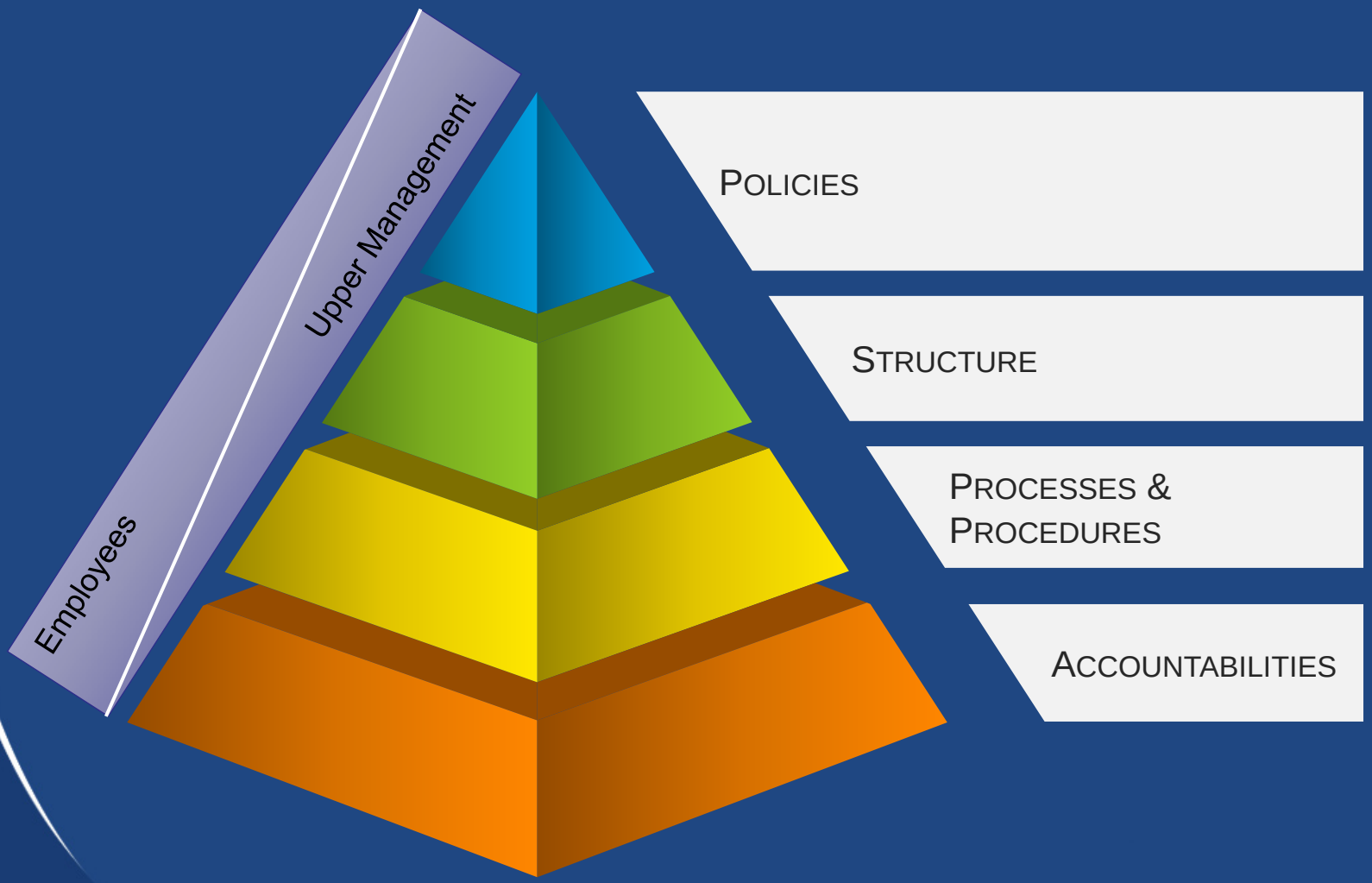
Definition

The ways in which safety is managed in the workplace, and reflects:

- The Attitudes
- Beliefs
- Perception
- Values

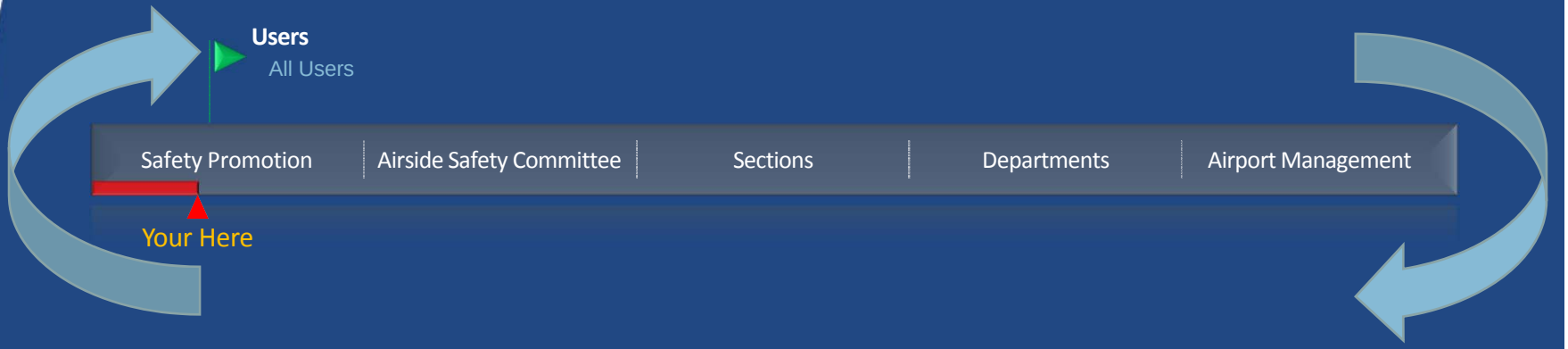
Regarding to safety issues, shared by every member on every level of the organization to the extent that every member and every group is aware of the risk and the unknown hazards induced by their activities.

Pyramid



- Policies
- Structure
- Processes & Procedures
- Accountabilities

Safety Promotion



Reporting Methods

Manual Reporting	Automated Reporting
SMS Station	Smart Devices
Reporting Station	PC`s .. Etc

Targets

Target Range

Short Term
- Airside Employees
- Land Side Employees

Mid Term
- Passengers

Long Term
- Next Generation

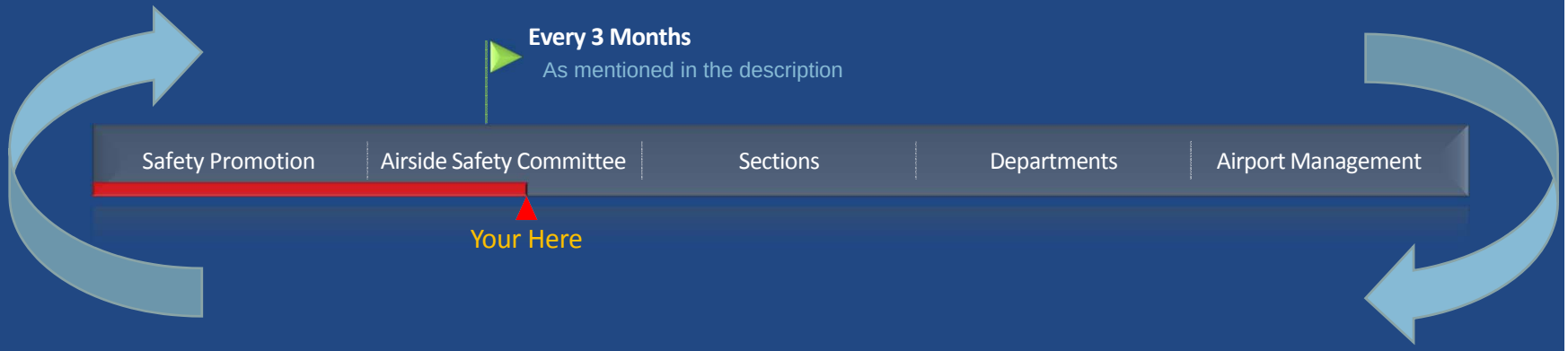
Safety Promotion II Zone

Manual Reporting
- Air Side Employees

Automated Reporting
- Land Side Employees
- Passengers

Automated Reporting
- Next Generation

Airside Safety Committee



Internal Members

- KIA DDG
- KIA-SMS Team

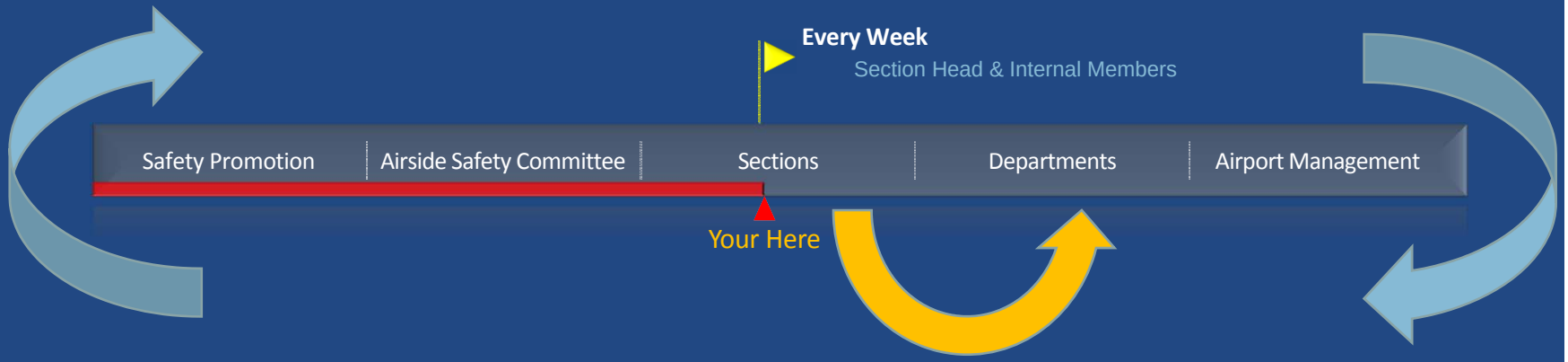
External Members

- Kuwait Airways
- National Aviation Service
- Ministry of Interior
- Ministry of Health
- Fire Fighting Department

Roles and Responsibilities

- Provide a Forum to Discuss airside-wide safety issues
- Recommendation concerning safety policy decisions
- Review the progress of the implementation process

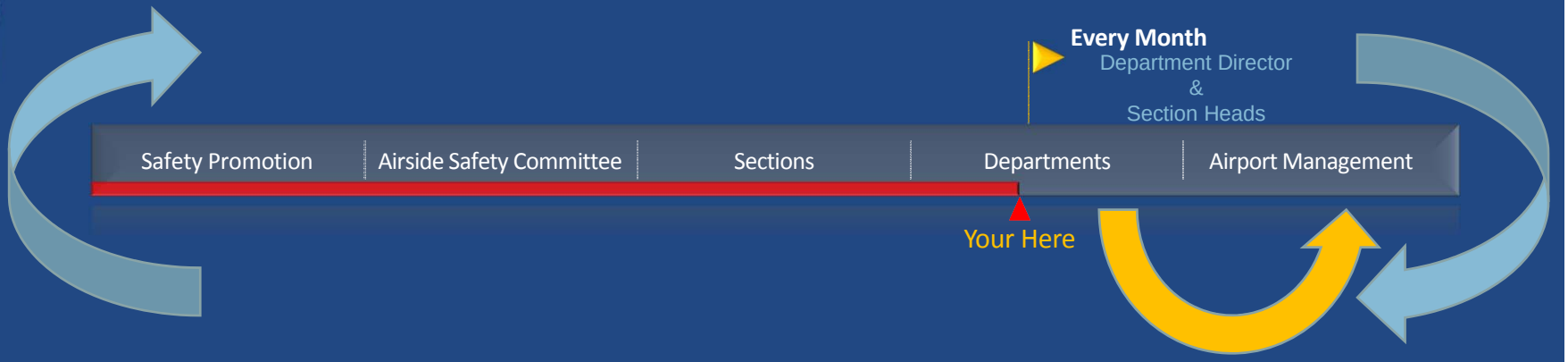
Section Meetings



Roles and Responsibilities

- Safety issues and concerns.
- Recent safety events.
- Prepare and Review the corrective action plan.
- New safety issues.
- Inform KIA-SMS team of new safety issues.
- Forward unresolved issues to the department director.

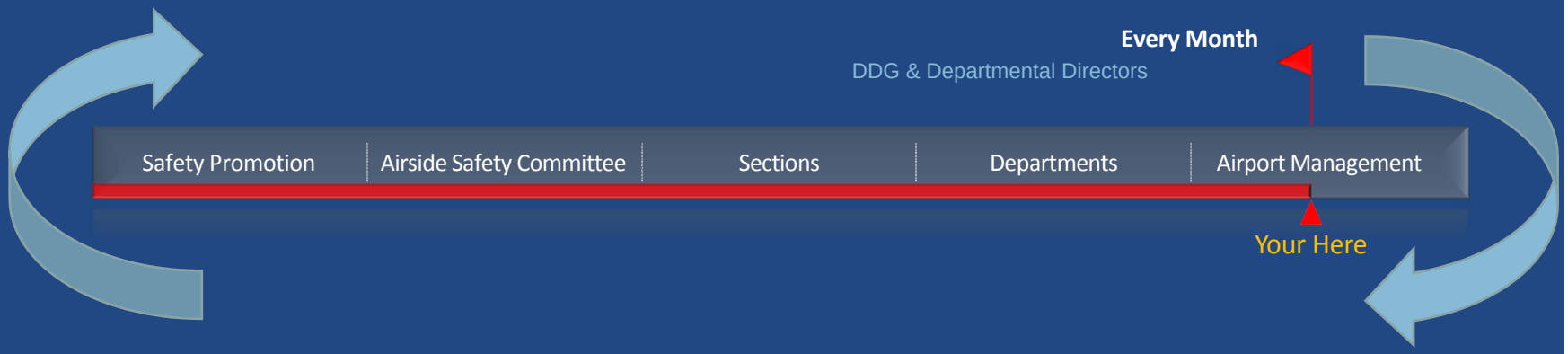
Departmental Meetings



Roles and Responsibilities

- Safety Issues and concerns
- Issues which couldn’t not be resolved at the section level
- Ensuring that corrective action are implemented
- Forward unresolved issues to the DDG.

Airport Management Meetings



Roles and Responsibilities

- Over all safety concerns
- Issues which could not be resolved at the departmental level.

Conclusion

Sharing information related to safety meetings and special promotional activates is essential element in order to establish an effective safety culture. The effectiveness of such process is relaying on safety communication on all levels of management and super vision within the sector.

SMS is not a process, it’s an Attitude

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