



Flight Operations Standards Directorate
Commercial Air Transport Section - Documents Evaluation
Safety Management System Manual Compliance List
 ICAO Doc. 9859

• Operator Name			
• Inspector Name			
• AOC Applicant/Holder Focal Point	Name	Phone No.	E-mail

Chapter 0	ADMINISTRATION AND CONTROL OF THE SAFETY MANAGEMENT SYSTEM MANUAL
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

0.1	Introduction
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(a)	A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable Air Operator Certificate			
(b)	A statement that the manual contains safety instructions that are to be complied with by the relevant personnel			
(c)	Explanations and definitions of terms and words needed for the use of the manual			

0.2	System of amendment and revision
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(a)	Details of the person(s) responsible for the issuance and insertion of amendments and revisions.			
(b)	A record of amendments and revisions with insertion dates and effective dates			
(c)	A statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety			
(d)	A description of the system for the annotation of pages and their effective dates.			
(e)	A list of effective pages			
(f)	Annotation of changes (on text pages and, as far as practicable, on charts and diagrams)			
(g)	Temporary revisions			
(h)	A description of the distribution system for the manuals, amendments and revisions.			



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Chapter 1	ORGANIZATION AND RESPONSIBILITIES
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
1.1	Organizational structure. A description of the organizational structure including the general company organigram and flight operations, ground operations, crew training, maintenance system departments and safety management system department organigram. The organigram must depict the relationship between the safety management system department and the other Departments of the company..			
1.2	Names of nominated post holders. The name of each nominated post holder responsible for flight operations, the maintenance system, crew training, ground operations and safety management system post holder, as prescribed in JCAR OPS 1.175(i) and JCAR Part 19. A description of their function and responsibilities must be included			



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Chapter 2	SMS REGULATORY REQUIREMENTS
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
2	Address current SMS regulations and guidance material for necessary reference and awareness by all concerned			
2.1	Spell out the current SMS regulations/standards. Include the compliance timeframe and advisory material references as applicable			
2.2	Where appropriate, elaborate on or explain the significance and implications of the regulations to the organization			
2.3	Establish a correlation with other safety-related requirements or standards where appropriate			



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Chapter 3	SCOPE AND INTEGRATION OF THE SAFETY MANAGEMENT SYSTEM
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

3	Describe the scope and extent of the organization’s aviation-related operations and facilities within which the SMS will apply. The scope of the processes, equipment and operations deemed eligible for the organization’s hazard identification and risk management (HIRM) program should also be addressed			
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3.1	Spell out the nature of the organization’s aviation business and its position or role within the industry as a whole			
3.2	Identify the major areas, departments, workshops and facilities of the organization within which the SMS will apply			
3.3	Identify the major processes, operations and equipment which are deemed eligible for the organization’s HIRM program, especially those which are pertinent to aviation safety. If the scope of the HIRM-eligible processes, operations and equipment is too detailed or extensive, it may be controlled under a supplementary document as appropriate			
3.4	Where the SMS is expected to be operated or administered across a group of interlinked organizations or contractors, define and document such integration and associated accountabilities as applicable			
3.5	Where there are other related control/management systems within the organization, such as QMS, OSHE and SeMS, identify their relevant integration (where applicable) within the aviation SMS.			



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Chapter 4	SAFETY POLICY
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

4	Describe the organization's intentions, management principles and commitment to improving aviation safety in terms of the product or service provider. A safety policy should be a short description similar to a mission statement			
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4.1	The safety policy should be appropriate to the size and complexity of the organization			
4.2	The safety policy states the organization's intentions, management principles and commitment to continuous improvement in aviation safety			
4.3	The safety policy is approved and signed by the accountable executive			
4.4	The safety policy is promoted by the accountable executive and all other managers			
4.5	The safety policy is reviewed periodically			
4.6	Personnel at all levels are involved in the establishment and maintenance of the safety management system			
4.7	The safety policy is communicated to all employees with the intent that they are made aware of their individual safety obligations			



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Chapter 5	SAFETY OBJECTIVES
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

5	Describe the safety objectives of the organization. The safety objectives should be a short statement that describes in broad terms what the organization hopes to achieve			
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5.1	The safety objectives have been established			
5.2	The safety objectives are expressed as a top-level statement describing the organization's commitment to achieving safety			
5.3	There is a formal process to develop a coherent set of safety objectives			
5.4	The safety objectives are publicized and distributed			
5.5	Resources have been allocated for achieving the objectives			
5.6	The safety objectives are linked to safety indicators to facilitate monitoring and measurement where appropriate			



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Chapter 6	SAFETY ACCOUNTABILITIES AND KEY PERSONNEL
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
6	Describe the safety authorities, responsibilities and accountabilities for personnel involved in the SMS.			
6.1	The accountable executive is responsible for ensuring that the safety management system is properly implemented and is performing to requirements in all areas of the organization			
6.2	An appropriate safety manager (office), safety committee or safety action groups have been appointed as appropriate			
6.3	Safety authorities, responsibilities and accountabilities of personnel at all levels of the organization are defined and documented.			
6.4	All personnel understand their authorities, responsibilities and accountabilities with regard to all safety management processes, decisions and actions			
6.5	An SMS organizational accountabilities diagram is available			



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Chapter 7	SAFETY REPORTING AND REMEDIAL ACTIONS
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

7	A reporting system should include both reactive (accident/incident reports, etc.) and proactive / predictive (hazard reports). Describe the respective reporting systems. Factors to consider include: report format, confidentiality, addressees, investigation/evaluation procedures, corrective/ preventive actions and report dissemination			
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7.1	The organization has a procedure that provides for the capture of internal occurrences including accidents, incidents and other occurrences relevant to SMS			
7.2	A distinction is to be made between mandatory reports (accidents, serious incidents, major defects, etc.), which are required to be notified to the CAA, and other routine occurrence reports, which remain within the organization			
7.3	There is also a voluntary and confidential hazard/occurrence reporting system, incorporating appropriate identity/data protection as applicable			
7.4	The respective reporting processes are simple, accessible and commensurate with the size of the organization.			
7.5	High-consequence reports and associated recommendations are addressed to and reviewed by the appropriate level of management			
7.6	Reports are collected in an appropriate database to facilitate the necessary analysis			



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Chapter 8	HAZARD IDENTIFICATION AND RISK ASSESSMENT
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

8	Describe the hazard identification system and how such data are collated. Describe the process for the categorization of hazards/risks and their subsequent prioritization for a documented safety assessment. Describe how the safety assessment process is conducted and how preventive action plans are implemented			
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8.1	Identified hazards are evaluated, prioritized and processed for risk assessment as appropriate			
8.2	There is a structured process for risk assessment involving the evaluation of severity, likelihood, tolerability and preventive controls			
8.3	Hazard identification and risk assessment procedures focus on aviation safety as their fundamental context			
8.4	The risk assessment process utilizes worksheets, forms or software appropriate to the complexity of the organization and operations involved			
8.5	Completed safety assessments are approved by the appropriate level of management			
8.6	There is a process for evaluating the effectiveness of the corrective, preventive and recovery measures that have been developed			
8.7	There is a process for periodic review of completed safety assessments and documenting their outcomes			



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Chapter 9	SAFETY PERFORMANCE MONITORING AND MEASUREMENT
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
9	Describe the safety performance monitoring and measurement component of the SMS. This includes the organization's SMS safety performance indicators (SPIs)			
9.1	The formal process to develop and maintain a set of safety performance indicators and their associated performance targets			
9.2	Correlation established between the SPIs and the organization's safety objectives where applicable and the process of regulatory acceptance of the SPIs where required			
9.3	The process of monitoring the performance of these SPIs including remedial action procedure whenever unacceptable or abnormal trends are triggered			
9.4	Any other supplementary SMS or safety performance monitoring and measurement criteria or process			



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Chapter 10	SAFETY-RELATED INVESTIGATIONS AND REMEDIAL ACTIONS
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

10	Describe how accidents/incidents/occurrences are investigated and processed within the organization, including their correlation with the organization's SMS hazard identification and risk management system			
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10.1	Procedures to ensure that reported accidents and incidents are investigated internally			
10.2	Dissemination of completed investigation reports internally as well as to the CAA as applicable			
10.3	A process for ensuring that corrective actions taken or recommended are carried out and for evaluating their outcomes/effectiveness			
10.4	Procedure on disciplinary inquiry and actions associated with investigation report outcomes			
10.5	Clearly defined conditions under which punitive disciplinary action would be considered (e.g. illegal activity, recklessness, gross negligence or willful misconduct)			
10.6	A process to ensure that investigations include identification of active failures as well as contributing factors and hazards			
10.7	Investigation procedure and format provides for findings on contributing factors or hazards to be processed for follow-up action by the organization's hazard identification and risk management system where appropriate			



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Chapter 11	SAFETY TRAINING AND COMMUNICATION
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No.	Requirements	SMS Reference	Compliance	
			YES	NO

11	Describe the type of SMS and other safety-related training that staff receives and the process for assuring the effectiveness of the training. Describe how such training procedures are documented. Describe the safety communication processes/channels within the organization			
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11.1	The training syllabus, eligibility and requirements are documented			
11.2	There is a validation process that measures the effectiveness of training			
11.3	The training includes initial, recurrent and update training, where applicable.			
11.4	The organization's SMS training is part of the organization's overall training program			
11.5	SMS awareness is incorporated into the employment or indoctrination program			
11.6	The safety communication processes/channels within the organization			



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Chapter 12	CONTINUOUS IMPROVEMENT AND SMS AUDIT
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
12	Describe the process for the continuous review and improvement of the SMS			
12.1	The process for regular internal audit/review of the organization's SMS to ensure its continuing suitability, adequacy and effectiveness			
12.2	Describe any other programs contributing to continuous improvement of the organization's SMS and safety performance, e.g. MEDA, safety surveys, ISO systems			



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Chapter 13	SMS RECORDS MANAGEMENT
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
13	Describe the method of storing all SMS-related records and documents			
13.1	The organization has an SMS records or archiving system that ensures the retention of all records generated in conjunction with the implementation and operation of the SMS			
13.2	Records to be kept include hazard reports, risk assessment reports, safety action group/safety meeting notes, safety performance indicator charts, SMS audit reports and SMS training records			
13.3	Records should be traceable for all elements of the SMS and be accessible for routine administration of the SMS as well as internal and external audits purposes			



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Chapter 14	MANAGEMENT OF CHANGE
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No.	Requirements	SMS Reference	Compliance	
			YES	NO
14	Describe the organization's process for managing changes that may have an impact on safety risks and how such processes are integrated with the SMS			
14.1	Procedures to ensure that substantial organizational or operational changes take into consideration any impact which they may have on existing safety risks			
14.2	Procedures to ensure that appropriate safety assessment is performed prior to introduction of new equipment or processes which have safety risk implications			
14.3	Procedures for review of existing safety assessments whenever there are changes to the associated process or equipment			

