



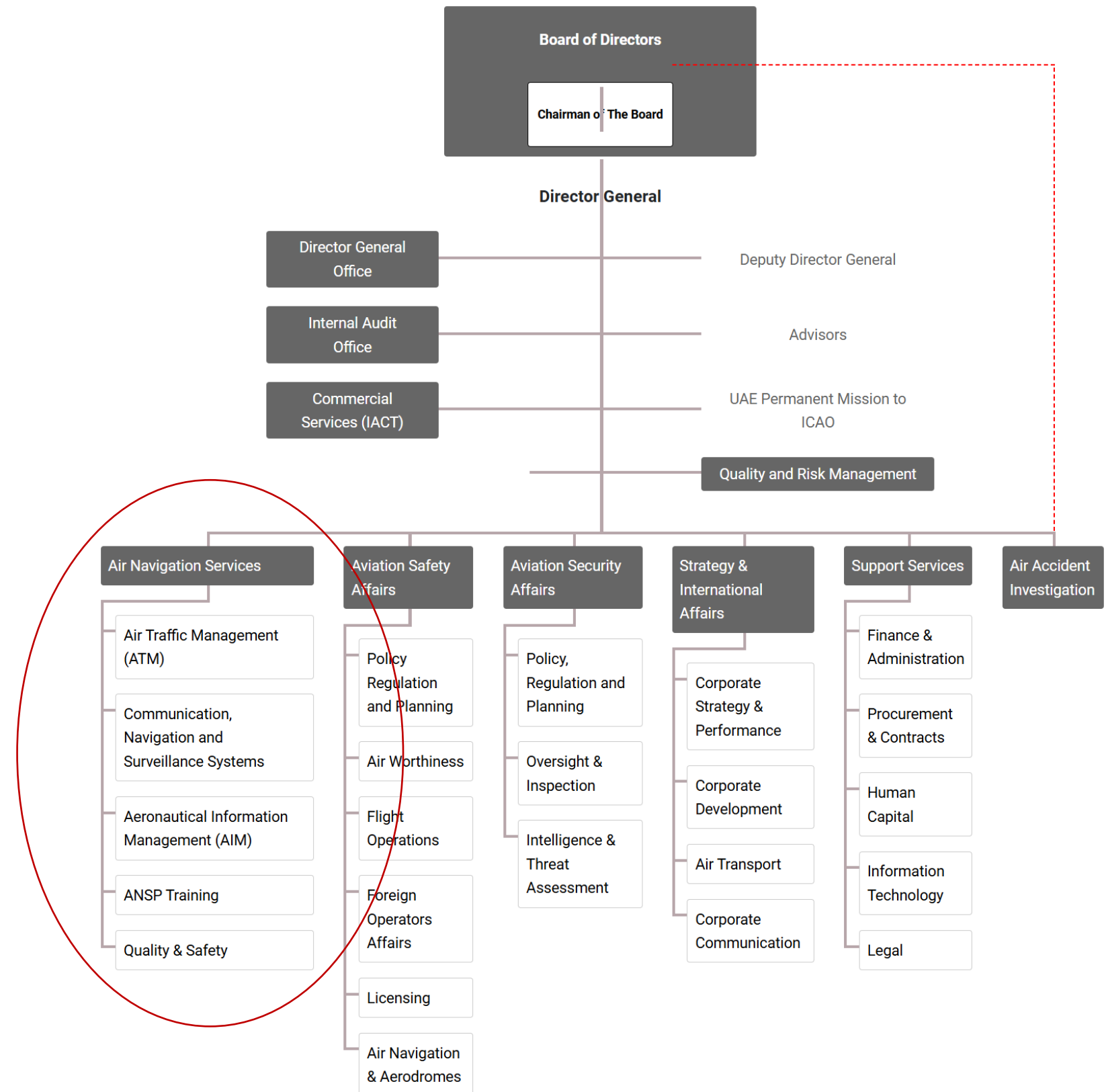
Safety Developments and Practices

UAE GCAA, Sheikh Zayed Air Navigation Centre

Sheikh Zayed Air Navigation Centre

SZC Overview:

Responsible for the safety management framework across five certificate holders: Air Traffic Management (ATM), Aeronautical Information Management (AIM), Communication, Navigation & Surveillance (CNS), Instrument Flight Procedures Development (IFPD), and the ANS Training Section.



SMS Evolution – Key Milestones



Recent Developments in SMS Practices

- **Automation of SMS:** Integrated platforms for real-time risk management and reporting.
- **Risk Management Ownership:** Enhanced methodologies for risk assessment and mitigation.
- **Introducing the Health and Safety to the aviation SMS framework:** recognising compound hazards



Safety Policy

- Empowerment and Open Communication
- Learning-Oriented Safety Culture
- Shared Responsibility and Engagement
- Continuous Improvement and Support



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY



GCAA ANS AVIATION SAFETY POLICY

At Sheikh Zayed Air Navigation Centre, where we take pride in leading the way as Air Navigation Service providers in the UAE, our highest priority is ensuring the safety of aviation operations. We are committed to minimizing the risk of accidents and incidents to levels as low as reasonably practicable. This Aviation Safety Policy embodies our mission, which revolves around the well-being of every individual involved in our day-to-day operations, starting with our valued employees and extending to the safety of every flight within the UAE Flight Information Region. Our commitment rests on a solid SMS framework, built upon the foundation of industry best practices, regulatory compliance, and an unwavering commitment to continuous improvement. We aim to nurture a culture of proactive risk management and safety consciousness, with the ultimate goal of setting a benchmark for safety performance and contributing to the progress of aviation safety worldwide.

Resilience and Embracing Safety

- **Fostering a Safety Culture:** We believe in nurturing a robust safety culture that places responsibility for safety on the shoulders of every individual in our organization. Mistakes are viewed as opportunities to learn and improve, and we ensure there's no fear of consequences.
- **Encouraging Safety Reporting:** We encourage all employees for open reporting. To report safety incidents, hazards, or concerns promptly. Our confidential and non-punitive reporting system makes this process accessible and risk-free.
- **Investigating Safety Events:** When safety incidents occur, we conduct thorough investigations to unearth their root causes and implement corrective actions effectively.
- **Effective Safety Communication:** We prioritize the efficient communication of safety information to our staff, stakeholders, and relevant authorities to ensure a common understanding of our unwavering commitment to safety.

Shared Safety Responsibilities and Engagement

- **Safety Management Review Board:** Our senior management plays an essential role in setting safety objectives, ensuring resources are available, and embracing a robust safety culture throughout the organization.
- **Safety Staff:** Appoint a designated Safety Unit is responsible for overseeing our SMS and reports directly to the Accountable Manager.
- **All of us:** We empower our employees through training and constant consultations, enabling them to actively contribute to the effectiveness of our SMS.

Commitment to Continuous Improvement

- **Review of Hazards and Risks:** Risk management is a core aspect of our operations. We are committed to identifying, assessing, and mitigating risks associated with our services to maintain a secure environment.
- **Perform Exercises and drills:** We conduct regular drills and exercises to test the effectiveness of our emergency response plans and improve preparedness. We maintain comprehensive emergency response plan to manage various crisis situations promptly.
- **Evaluating SMS Effectiveness:** Our commitment to improvement means regularly assessing the effectiveness of our Safety Management System, conducting reviews, and carrying out SMS Effectiveness Evaluations. We actively seek and adopt best practices from comparable industries.
- **Monitoring Performance SPIs/SPTs:** Defining Safety Performance indicators and update them against defined target and monitoring them for operational effectiveness.
- **Apply regular enhancements:** We foster a culture of continuous improvement where all employees are encouraged to contribute ideas and actively participate in enhancing the SMS.

As your Accountable Executive I understand that accidents and incidents can and will happen. We should however understand that deliberate and negligent acts will not be tolerated. I and my management team will ensure that all necessary resources will be made available to have a proactive and resilient SMS. I will follow, at all times, a restorative approach in the investigation process involved after any event. I request you all to take proactive and innovative measures to mitigate risks and ensure safe and resilient air navigation services in Sheikh Zayed Air Navigation Centre.



Ahmed Al Jallaf
Assistant Director General ANS

01 Jan 2024

Federal Authority | هيئة اتحادية

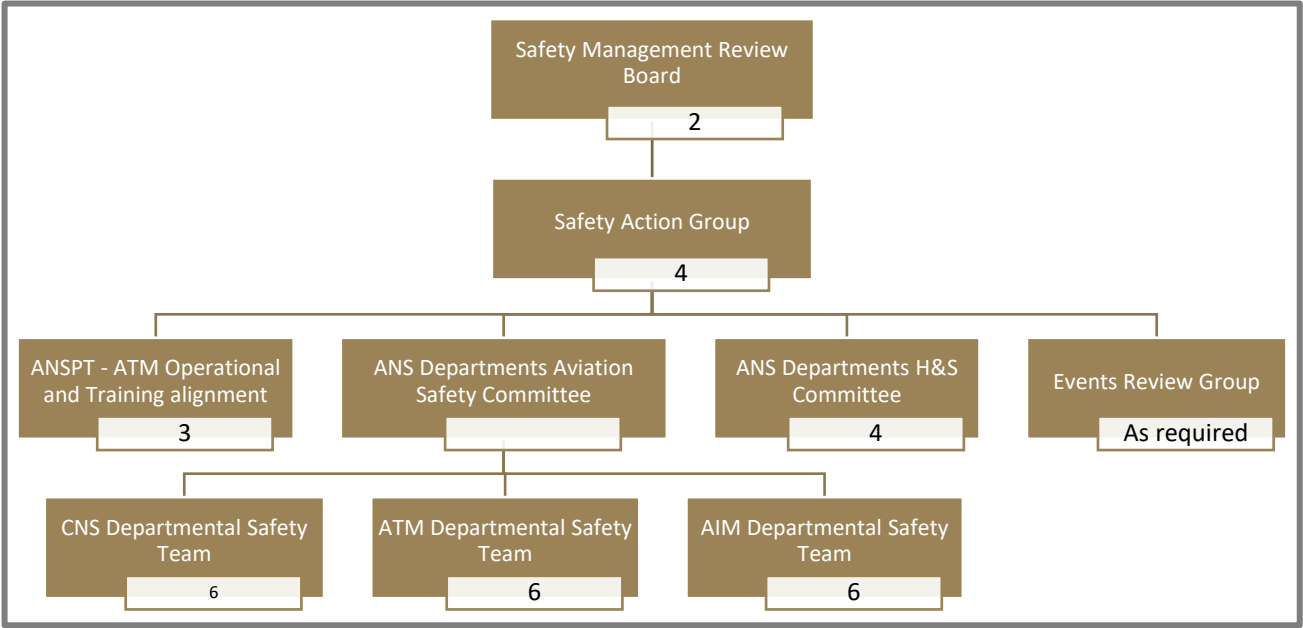
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How do we currently do Safety?



Safety Policy and Objectives

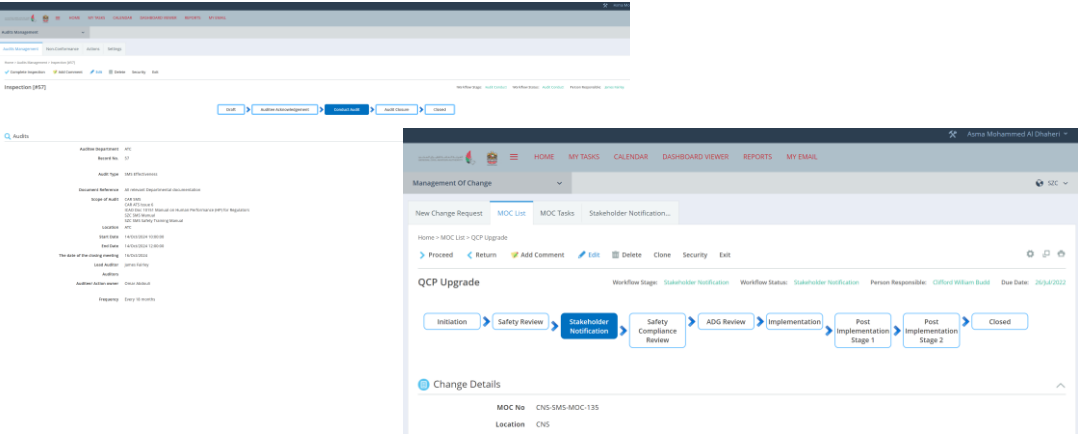


SMS Organisation

Item	Head of Department	Safety Review	Advisory
Hazard and Risk Details			
Report No.	001		
Location	ATC		
Type	Aviation		
Category of Hazard or Threat	System/Component		
Specific Hazard or Threat	Unavailability		
Contributing Factors	Change of telephone lines in the normal office land lines		
Risk Description and Possible Consequences	This change in the telephone lines which leads to communication breakdown between call center and air-traffic controllers and other neighboring		
Current measures to reduce risk	Official mobile phone is available as a backup contact.		
Hazard Probability	1 Hourly		
Report Status	Open		
Initial Risk Rating	10		
Additional Measures to Reduce Risk	Emergency procedure is in place to handle phone outage situations, when aware of the outage.		
Revised Hazard Probability	1 Hourly		
Revised Risk Rating	10		
Review Date	10/03/2024 12:00:00		
Frequency	Annually		
Risk Assessment	Major Hazard As-Is		

GICAA ANS SMS Risk and Tolerability Classification Scheme			Hazard Severity				
			Catastrophic A	Hazardous B	Major C	Minor D	Negligible E
Hazard Probability	Weekly	7	7A Unacceptable	7B Unacceptable	7C Unacceptable	7D Review - Acceptable Executive	7E Review - Post Incident
	Monthly	6	6A Unacceptable	6B Unacceptable	6C Unacceptable	6D Review - Acceptable Executive	6E Acceptable
	Quarterly	5	5A Unacceptable	5B Unacceptable	5C Review - Acceptable Executive	5D Review - Post Incident	5E Acceptable
	Yearly	4	4A Unacceptable	4B Unacceptable	4C Review - Post Incident	4D Acceptable	4E Acceptable
	5 Yearly	3	3A Unacceptable	3B Review - Acceptable Executive	3C Review - Post Incident	3D Acceptable	3E Acceptable
	25 Yearly	2	2A Review - Acceptable Executive	2B Review - Post Incident	2C Acceptable	2D Acceptable	2E Acceptable
>25 Yearly	1	1A Review - Post Incident	1B Acceptable	1C Acceptable	1D Acceptable	1E Acceptable	

Safety Risk Management



Safety Assurance



Safety Promotion

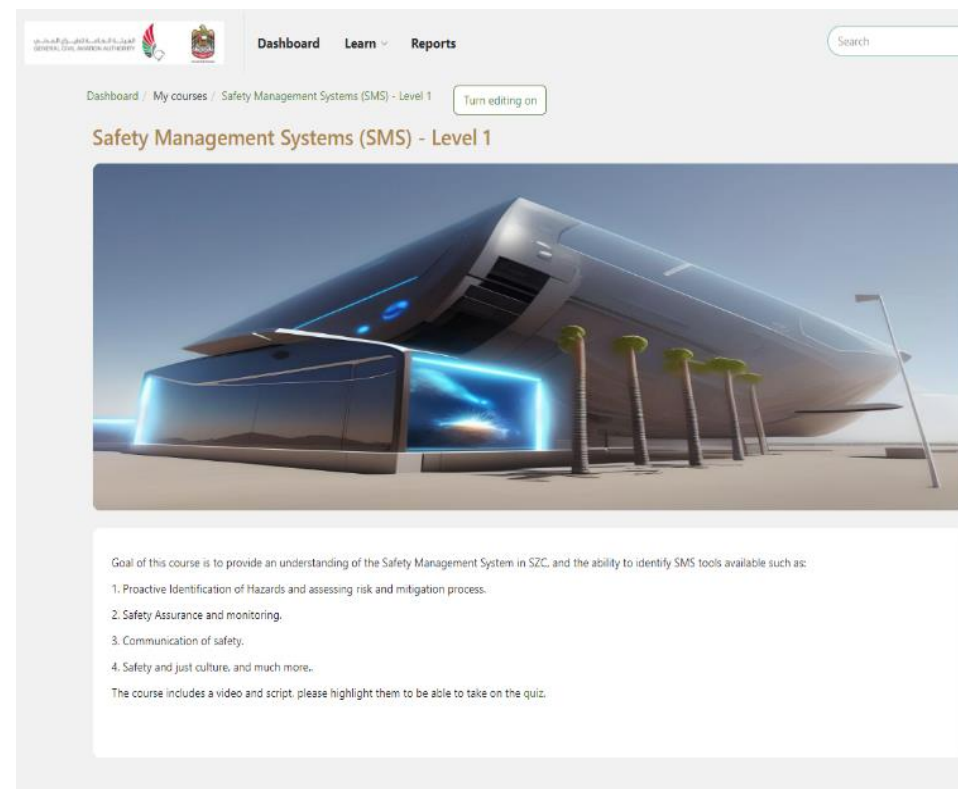
Key Initiatives to Support SMS

- **Safety Week:** An initiative that firstly introduced by the SZC for all UAE ANSP to participate in to engaging employees in workshops and activities through out an agreed week annually.



Key Initiatives to Support SMS

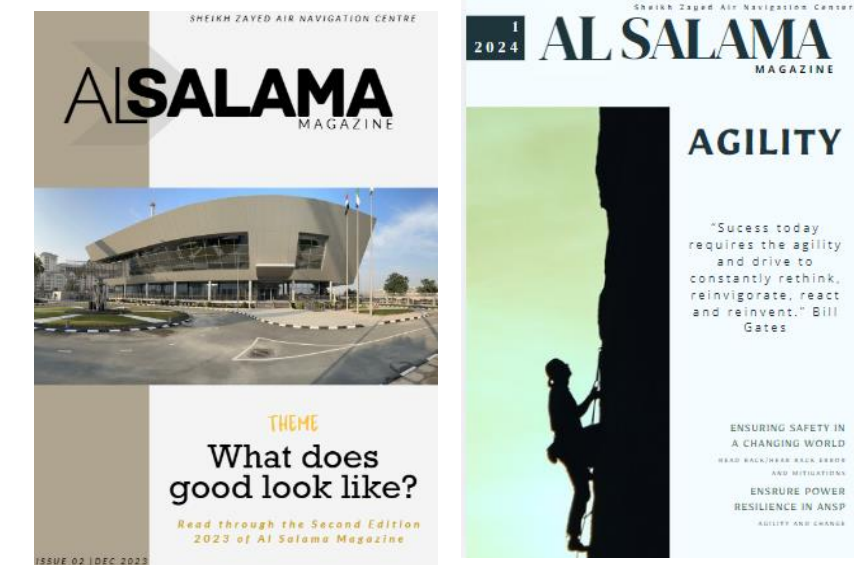
- **SMS Training Program:** Specialized training for safety team members



Key Initiatives to Support SMS



- **SMS Evaluation Effectiveness:** Regular assessments of SMS performance across all certificate holders in SZC focusing on Resilience
- **Toolbox Talks:** Internal departmental meeting/sessions for all staff on safety topics
- **Al Salama Magazine:** Published twice a year for sharing safety insights and success stories

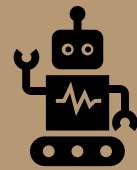


Looking Ahead: The Future of SMS



Enhanced Training:

Incorporating advanced human Performance into training programs.



AI Integration:

Building algorithms for Real time SMS Performance monitoring

Leveraging AI for better situational awareness and decision-making.



Collaborative Safety:

Strengthening more diverse partnerships with international safety bodies.

ANS Safety Strategy for 2025-2026



Risk Impact Reduction

- Proactively address risks and reduce operational hazards



Safety Capabilities

- Deeper dive into the mechanics of an SMS



Optimized Data Management

- Improve the use of safety data to support better decision-making



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