GALAXY AEROSPACE (M) SDN BHD

SAFETY MANAGEMENT SYSTEM (SMS) MANUAL

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GALAXY SMS
PART 0.0 PRELIMINARY

PART 0.0 PRELIMINARY

0.1 AMENDMENT LETTER TRANSMITTAL

SAFETY MANAGEMENT SYSTEM
PUBLICATION
LETTER OF TRANSMITTAL

This document transmits Amendment Number: 0 to Galaxy Aerospace (M) Sdn. Bhd. SMS ref **GALAXY/DCA/SMS** Issue 1. After the incorporation of the amendment, this list should be kept in front of the page at the beginning of the SMS until replaced by the next amendment list.

No.	REMOVE		INSERT	
	SMS NUMBER	PAGE	SMS NUMBER	PAGE

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0.2 LIST OF CONTENTS PAGE

0.3 DISTRIBUTION LIST

No.	Holder	Location	Copy No.
1.	GALAXY – Safety Manager (Master Copy)	GALAXY – Safety Department	01
2.	Department of Civil Aviation	DCA – Airworthiness	02
3.	GALAXY – Accountable Manager	GALAXY – HR Office	03
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0.4 LIST OF EFFECTIVE PAGES

Latest Amendment Number: 0 (Initial) Date: 07th January 2016

The following pages are now current:

SMS Reference & Page Number		Amendment Number	Date
PART 0.0	**PRELIMINARY**	Initial	07-01-16
0.1	AMENDMENT LETTER TRANSMITTAL	Initial	07-01-16
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0.6	MANUAL INTRODUCTIONS AND DECLARATION OF CORPORATE COMMITMENT BY ACCOUNT MANAGER	Initial	07-01-16
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PART 3.0	**SAFETY - INTRODUCTION**	Initial	07- 01-16
3.1	INTRODUCTION	Initial	07- 01-16
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PREPARED BY: GALAXY AEROSPACE (M) SDN. BHD. SAFETY MANAGER **(MOHAMMAD NIZAM BIN JAAFAR)**	**DATE:** 6th January 2016
APPROVED BY: GALAXY AEROSPACE (M) SDN. BHD. MANAGING DIRECTOR/CEO (ACCOUNTABLE MANAGER) **(SHAMSUL KAMAR BIN SAMSUDIN)**	**DATE:** 7th January 2016

0.5 RECORD OF AMENDMENTS

Each amendment of this document will be accompanied by a letter of transmittal showing the pages to be removed and those to be inserted. All pages will show the month of issue which can be cross checked with the list of effective pages to ensure it is current. This page of amendment record must be retained since Initial and cannot be removed.

GALAXY SMS AMENDMENT RECORD				
Date of Amendment	**Amendment Number**	**Details of Amendment**	**Date Incorporated**	**Incorporated By**

0.6 MANUAL INTRODUCTIONS AND DECLARATION OF CORPORATE COMMITMENT BY ACCOUNTABLE MANAGER

PURPOSE OF SMS MANUAL

Safety is a primary importance in our operations. Each of us has the responsibility to make the safety of ourselves and our co-workers a primary concern. This objective is fundamental to our well-being as well as to the efficient operation of our business.

With few exceptions, every safety rule or practice in this manual has evolved from experience and knowledge gained over many years.

The prime purpose of this manual is to provide guideline with respect to the implementation of SMS in GALAXY and to fulfill (but not limited to) the following:

1. To determine the functional responsibilities of all employers and all employees to ensure the clarity of roles and authority and accountability of work.
2. To lay down essential procedure and guidelines to regulate activities of the department to within manageable limits and along the desirable course of achieving the company's policy.
3. To provide procedures necessary to achieve best performance, coordination and stabilization of methods and models of operations in the company.
4. To establish essential rules and regulations for maintaining good discipline, administrative control and working environment in the company.
5. To spell out nature of the organization's aviation business and its position or role within the industry as a whole.
6. Identify equipment, facilities, work scope, capabilities and other relevant aspects of the organization within which SMS will apply.
7. Identify the scope of all relevant processes, operations and equipment which are deemed to be eligible process, operations and equipment is too detailed or extensive, it may be controlled under a supplementary document as appropriate.
8. Define safety responsibilities to all employees and management, including oversight of contract services.
9. To fulfill the requirement of legal and other applicable requirements (AN101, ICAO Safety Management Manual 9859).

Nothing contained in this manual is meant to supersede any standard, order, instruction or recommendation issued by DCA. If any discrepancy is noticed in this manual, the regulatory requirement is valid and the reader is advised to immediately notify the Safety Manager so that a suitable amendment can be issued.

GALAXY supports the best aviation safety industry practices and intends to provide all its members with a safe and healthy working environment

CONDITION OF THE MANUAL

1. This manual is the property of Galaxy Aerospace (M) Sdn. Bhd. The Accountable Manager is responsible to ensure that where amendments are deemed necessary, it shall be coordinated and Safety Manager will do the amendments.
2. The content of this manual must not be copied or communicated in part or as a whole to any person not employed in the company without the expressed written consent from the Accountable Manager.
3. It is the responsibility of the holder to ensure that his/her copy is up to date to the latest amendments and in good state of condition and keeping.
4. All copies of this manual must be registered and controlled by Safety Controller.
5. The content of this manual must not be deleted, added or altered in any way without the approval of Accountable Manager.
6. This manual is subject to revision whenever deemed necessary, or as instructed by the Director General of Department of Civil Aviation Malaysia.

This manual was developed in accordance with AN101 & ICAO Latest Edition SMS manual.

AUTHORIZATION

This SMS Manual is hereby approved by the Accountable Manager of Galaxy Aerospace (M) Sdn. Bhd. to ensure that policies, objectives, procedures and instructions contained herein is adhered by all personnel assigned in the execution of their duties and responsibilities.

Approved by: Date: **7th January 2016**

Shamsul Kamar Bin Samsudin
Accountable Manager/CEO

For and Behalf of
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PART 1.0 DOCUMENT CONTROL

PART 1.0 DOCUMENT CONTROL

1.1 MANUAL AMENDMENT PROCEDURE

The Safety Manager and Quality Assurance Manager of GALAXY will review the adequacy of the GALAXY Safety Policy annually in line with the annual assessment of the Safety Management System (SMS) Manual or at any time when a significant cause gives effect to the need to review the Safety Policy.
The overall task and responsibilities shall include the following activities:

a. Review and keep up to date safety procedures when necessary.
b. Ensure that the revision status of this manual is current.
c. Prevent the use of obsolete procedures and documents.
d. Ensure all users of the SMS manual have access to the latest revision, including all relevant documents.
e. Any amendment to this manual shall require the Head of Departments approval.

The original issue of this manual shall be stated INITIAL (Amendment 0) in the list of effective pages.

Proposed changes to the SMS Manual shall be submitted to GALAXY Safety Manager and approved by the Quality Assurance Manager. Amendment request form GAM/S-SMS-001, is used for any change in organization or procedures.

Any changes will be stated in the issue and amendment number and can be cross-checked in the list of effective pages. Any amendment to this manual shall also be stated in Part 0.5, Record of Amendments.

1.2 REGISTER OF MANUAL HOLDERS

This manual is distributed to the registered manual holders and accessible to all staff. Registered manuals are deemed as controlled copy and it shall be the responsibility of all registered holders to safe guard the document. The Master Copy will be kept by Safety Manager (Copy No.01). Please refer to Item 0.3, Distribution List of this manual for registered holders.

1.3 IDENTIFICATION OF REVISION

List of Effective Pages (LoEP) shall indicate page number, amendment number and date for all the pages available. Each page bears the effective date of issuance. The

LoEP is to be revised and approved by Accountable Manager at the time of each revision to be kept current.

Safety Manager is responsible for initiating a review of SMS manual at least **once a year** or when the need arises.

1.4 REVISION CONTROL RECORDS

Record of revision for the manual shall be held by the Technical Library. Technical Library shall be responsible for the distribution of the controlled copies and any amendment to the registered holders.

The revisions are made on an as needed or as required basis to correct, add to, and/or more clearly define policies, procedures, methods, and techniques and to reflect new or revised procedures.

Registered holder is also responsible for promptly removing from service and destroying all obsolete documents and forms to prevent unintentional use.

Cross Reference Documents:
i. Item 0.3 - SMS Manual Distribution List.
ii. GAM/S-SMS-001 – Amendment Request.

1.5 SMS DATA AND RECORD MANAGEMENT

1.5.1 CONTROL, STORAGE AND RETRIEVAL

Technical record section is responsible for the control of all safety documents pertaining to SMS program, including but not limited to operation, maintenance and training manual. All copies of the records described above, once received shall be segregated to identify the different types of events and further sub divided into various topics.

Any computer based records shall be considered valid record and kept in a database and a backup copy of the information shall be placed in the company's web server. Records must be kept in the safe environment free from theft, flood and fire.

1.5.2 ACCESS TO RECORDS

Only authorised personnel approved by Safety Manager /Quality Assurance Manager should have access to the SMS files in the computer system. Folders that are unlocked are meant to disseminate safety information within GALAXY.

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PART 2.0 SMS REGULATORY REQUIREMENTS

PART 2.0 SMS REGULATORY REQUIREMENTS

2.1 INTRODUCTION

Safety has always been the overriding consideration in all aviation activities. This is reflected in the aims and objectives of ICAO as stated in Article 44 of the Convention on International Civil Aviation (Doc 7300), commonly known as the Chicago Convention, which charges ICAO with ensuring the safe and orderly growth of international civil aviation throughout the world.

Department of Civil Aviation (DCA) Malaysia, in compliance with ICAO regulations and intentions outlined above, has issued AN 101 requiring all AMO to implement SMS as conceived by ICAO and to comply with all provisions of ICAO Annexes 6.

DCA Airworthiness Notice (AN) 101 – Safety Management System (SMS) for approved Maintenance Organization (AMO) defines Safety as follows:

"Safety is the state in which the risk of harm to persons or of property is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and risk management."

'*Safety Management'* is defined as the systematic management of the risk associated with flight operations, related ground operations and aircraft engineering or maintenance activities to achieve high levels of safety performance.

2.2 REGULATORY COMPLIANCE

Annex 6 to the Convention on International Civil Aviation requires the contracting states to mandate the implementation of SMS by Approved Maintenance Organization (AMO) by January 1st 2009.

In establishing State's requirements for the management of safety, ICAO differentiates between safety programmes and Safety Management Systems (SMS) as follows:

a) Safety Programme

A safety programme is an integrated set of regulations and activities aimed at improving safety. ICAO's Standards and Recommended Practices (SARPs) (Annexes 6, 11, 14) require that States establish a safety programme to achieve an acceptable level of safety in aviation operations. A safety programme will be broad in scope, including many safety activities aimed at fulfilling the programme's objectives.

b) Safety Management System (SMS)

SMS is an organized approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures. In accordance with the provisions of Annexes 6, 11 and 14, States shall require that individual operators, maintenance organizations, the framework for the implementation of a safety management system shall include, as a minimum four components and twelve elements:

i. <u>Safety Policy and Objectives</u>

- Management commitment and responsibility
- Safety accountabilities of managers
- Appointment of key safety personnel
- Emergency response planning
- Documentation and records

ii. <u>Safety Risk Management</u>

- Hazard identification processes
- Risk assessment and mitigation processes

iii. <u>Safety Assurance</u>

- Safety performance monitoring and measurement
- Management of change
- Continuous improvement and audit

iv. <u>Safety Promotion</u>

- Training and education
- Safety communication

Via Airworthiness Notice 101, Department of Civil Aviation (DCA) Malaysia has formally adopted Annex 6 to the Convention on International Civil Aviation which states that effective January 1st, 2009 all AMO shall have in place a SMS that, as a minimum:

a. Identifies safety hazards;
b. Ensures that remedial action necessary to maintain an acceptable of safety implemented;
c. Provide for continuous monitoring and regular assessment of the safety level achieved; and
d. Aims to make continuous improvement to the overall level of safety.

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PART 3.0 SAFETY – INTRODUCTION

PART 3.0 SAFETY - INTRODUCTION

3.1 INTRODUCTION

a. The Safety Management System (SMS) Manual adopted by GALAXY is design to prevent accidents and injuries. It consists of the systematic discovery, evaluation and finally elimination or risk management of hazards in both our flight operations and our ground based operations. The program is designed to be preventive in nature.

b. In addition to being amended though the continual improvement process, safety objectives will be reviewed annually during Safety Management System (SMS) Manual reviews in order to maintain appropriate and relevant objectives.

c. The processes in place in the Safety Management System include the active involvement of all GALAXY Managers, Department Heads and area owners who through planning and review, must continue to drive efforts for continual improvement of safety and performance.

d. The term “Safety Management” should be taken to mean safety, security, health, and environmental management. The key focus is the maintenance of aircraft that satisfies all airworthiness requirements.

e. Every employee has the responsibility to prevent accidents and injuries by observing established working rules, following the directions of supervisors, practicing the principals taught in safety training, and providing ideas on how our safety efforts might be further strengthened.

3.2 SCOPE

The scope of the GALAXY (SMS) Manual envelopes GALAXY aircraft operations, maintenance and ground support activities including administrative services and general industrial hygiene issues.

Based on the above prevailing conditions GALAXY (SMS) Manual scope shall encompass the following elements:

- The means of identifying, assessing, and eliminating or controlling all potential hazards known to exist in GALAXY;
- The means of establishing and maintaining employee competencies in handling specific safety hazard exposure;
- General compliance with DCA AN101 and GALAXY (SMS) Manual;
- The hazards and risks associated with the overhaul, repair or replacement of customers aircrafts and/or its components;
- How the area owners and/or GALAXY personnel will manage these hazards and risks to ensure that:
    - All personnel, including the customers and GALAXY visitors, that may be in contact or be in proximity to, are safe, and
    - All property in the vicinity of an asset, including the asset itself is safe.

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PART 4.0 SAFETY POLICY

PART 4.0 SAFETY POLICY

4.1 OBJECTIVES OF THE SAFETY POLICY

The primary purpose of the GALAXY Safety Policy is to ensure we have the structure processes and clear direction to sustain a safe and risk aware workplace while preserving and improving operational capability. We reinforce the commitment to the implementation, promotion and continuation of safety and healthy workplace, whenever we may work.

The health and safety of the GALAXY'S employees, visitors and customers is fundamental to our business and is represented by our safety culture and our personal safety behaviour. GALAXY consigns prominence on a safe workplace and understands the legal and moral obligations of duty o care. Management responsibility for the safety and health of our personnel is intrinsic to all GALAXY operations and endeavours.

4.2 COMMITMENT

In order to achieve the objective GALAXY is committed to:

- Promote Human Factor Principle awareness and necessary safety training to all staff.
- Promote open channel for all staff to report maintenance error, incidents, unsafe acts and non-compliance of procedures with non-punitive reporting policy.
- Regard all legal documents of the DCAM and Aircraft/Original Equipment Manufacturer (OEM) standard as the minimum acceptable standard.
- Comply with all applicable Malaysian Health, Safety and Environment legislations.
- Establish and adhere to procedures to identify, evaluate and control safety hazards as laid down in GALAXY Safety Management System (SMS) Manual.
- Improve the effectiveness of GALAXY Safety Management System through annual review of GALAXY Safety Management System Manual and Organization.
- Allocate necessary resources and financing to promote this policy.

4.3 POLICY STATEMENT

Safety is a primary importance in our operations. Each of us has the responsibility to make the safety of ourselves and our co-workers a primary concern. This objective is fundamental to our well-being as well as to the efficient operation of our business.

Galaxy Aerospace management recognizes its responsibility to provide healthful and sage working conditions, safe-working rules based upon experience and safety knowledge, and competent work direction.

Galaxy Aerospace and its employees have the responsibility to comply with all regulations related to safety and health programs. An effective, safety program extends beyond normal working hours and accordingly, safety in employees and their families; off-the-job activities are encouraged.

I pledge that no staff member will be asked to compromise our safety standards to "get the job done".

We will adopt Just Culture and No Blame Culture to ensure the Safety Essence is being captured and practiced
Ultimate responsibility for aviation safety in the company rests with me as the Managing Director/Accountable Manager.

Responsibility for making our operations safer for everyone lies with each one of us – from managers to front-line employees.

Each personnel are responsible for implementing the safety management system in his or her area of responsibility, and will be held accountable to ensure that all reasonable steps are taken.

Lastly, we will together strive for continuous improvement of our Safety Management System so that it will live and breathe inside our organization.

……..

Name : Shamsul Kamar Bin Samsuddin
Designation: CEO/Accountable Manager
Date : 7th JANUARY 2016

4.4 DISSEMINATION OF SAFETY POLICY, OBJECTIVES AND GOALS

1. Initial Dissemination
    - All new staff will be given a copy of GALAXY safety objectives, goals and policy during the initial safety induction.

2. Continuous Dissemination
    - The safety objectives, goals and policy shall be readily available in the circulation folder and can be accessed by all GALAXY staff.
    - The safety objectives, goals and policy shall be displayed on the company's safety board.
    - If there are any changes to the safety objectives, goals and policy, all staff will be notified through emails and briefings.

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GALAXY SMS
PART 5.0 SAFETY OBJECTIVES AND GOALS

PART 5.0 SAFETY OBJECTIVES AND GOALS

5.1 SAFETY OBJECTIVES

GALAXY Safety Objectives

- The primary goal of the GALAXY safety program is to achieve ZERO PREVENTABLE ACCIDENTS in both ground and air operations which depend on the safety consciousness and co-operation of everyone within our organization. This includes the identification of hazards and the elimination or reduction in the number of risks to which are exposed.
- To identify and eliminate hazardous conditions.
- To prevent damage to aircraft and injury to people resulting from the operations.

5.2 SAFETY GOALS

GALAXY safety goals are quantifiable time components that give achievable and realistic goals. They are measured and monitored with the use of the safety performance indicators.

GALAXY Safety Goals

- 100% safe man hours every year.
- To increase participation of employees in SMS in GALAXY reflected through gradual increment of safer cards received every year.
- To increase safety programs every year.

5.3 SAFETY PROGRAMS

GALAXY safety programs shall provide, but not limited to the followings:

- Action plans with specific responsibility and time frame for completion will be developed to assist GALAXY to meet its objectives and targets.
- Specific programs to help the organization achieve Safety Goals. These programs should be in line with the organization's safety vision to include senior management commitments for a realistic safety milestones and desired outcomes. They should be unambiguous and reviewed on a regular basis.

Safety programs shall be reviewed annually to suit the current need of the company and is listed in the company's safety calendar. A sample of the safety calendar is as shown in **Appendix A**.

5.4 RESPONSIBILITIES

The procedures will include the following personnel:

a. GALAXY Management is responsible to develop, maintain and review the Safety objectives and targets and appoint leaders to uptake the safety management programs.
b. Leaders are responsible to oversee the successful and timely completion of the safety programs. The appointed leaders to oversee the completion of the safety programs in GALAXY are the Safety Manager, Safety Controller, Safety Committee members and those appointed duly.
c. Safety controller to ensure that safety objectives and goals are publicized and distributed.

5.5 REQUIREMENTS

In setting Safety Programs, the Safety Committee preparing the program shall include the following:

a. Objectives and targets.
b. Persons responsible to oversee the completion of the programs.
c. Timeframe for completion of the programs.
d. Planned action items.
e. Description or details on means of achieving objectives or targets.
f. Persons responsible to carry out the action items.

The Safety Action Group is to review and report the progress of the programs to the Safety Committee at least once in every quarter.

The Management shall review the program regularly and update the programs in light of changes in the company's objectives, significant health hazards, environmental aspects and impacts, results of audits, legal and other requirements and when there are new developments, new projects or modified actives/services related to the programs.

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PART 6.0 SAFETY RESPONSIBILITIES AND ACCOUNTABILITIES

PART 6.0 SAFETY RESPONSIBILITIES AND ACCOUNTABILITIES

Responsibilities and accountabilities are closely connected to each other to ensure an effective SMS. While all GALAXY personnel are responsible for their actions as stipulated in this manual, they are also accountable to the manager and their supervisors for the safe performance of their functions and may be called on to justify their actions.

Managers and supervisors are accountable for the overall performance of the group that reports to them. Hence, they are accountable to provide trainings, experience and other resources needed for the safe completion of their duties. All GALAXY staff is responsible for the continual improvement of the company's SMS and the Accountable Manager is accountable for the execution of the SMS. Being accountable not only means being responsible for something but also ultimately being answerable for your actions.

6.1 OBJECTIVE

This is to describe the responsibilities and accountabilities of authorities and personnel involved in GALAXY Safety Management System.

6.2 CRITERIA

- The Accountable Manager is responsible for ensuring the safety management system is implemented and performing the requirement in all areas of the organization.
- Appropriate Safety Manager, Safety Committee or Safety Action Groups have been appointed.
- Safety authorities, responsibilities and accountabilities of personnel at all levels of the organization are defined and documented.
- Safety authorities, responsibilities and accountabilities are promulgated to all personnel in key documentation and communication media.
- All personnel understand their authorities, responsibilities and accountabilities in regards to all safety management processes, decision and action.
- A SMS organizational accountabilities diagram is available.

6.2.1 ACCOUNTABLE MANAGER OR HIS/HER REPRESENTATIVE

The Accountable Manager is accountable for the overall safety management of the company including the services provided by GALAXY and has the final responsibility for all safety issues. The Accountable Manager has direct responsibility for the conduct of the organization's affairs and has full control over the financial and all other resources in the company required for the execution of SMS.

The Accountable Manager is responsible to:

a. Chair the Management Review Meetings;
b. Define and approve the management system's policy;
c. Approve the SMS objectives and targets;
d. Appoint the Safety Controller/Representative to ensure that the SMS comply with the standards;
e. Appoint internal auditors to ensure continual improvement of the SMS;
f. Ensure as far as practicable the safety, health and welfare at work of all his employees and interested parties;
g. Ensure that the necessary resources, including financial resources are allocated for the purpose of the SMS;

6.2.2 SAFETY MANAGER

The Safety Manager is accountable to the Accountable Manager to:

a. Report the SMS performance and status of the SMS periodically to the Accountable Manager;
b. Provide independent advice on safety matters to the senior management.
c. Establish industry liaison on safety matters with the Director General of Civil Aviation and also international bodies including ICAO where applicable.

The Safety Manager is responsible to:

a. Ensure that the Safety Management System (SMS) is established, implemented and maintained in conformance with the standards and meets the requirements;
b. Manage the SMS implementation plan;
c. Oversee the coordination of SMS activities;
d. Provide support and assistance to implement SMS;
e. Plan, supervise regular audit, including contractors, vendors and the mitigation plans;
f. Control, distribute and maintain the procedures, associated documentation, including recognized SMS standards and procedures;
g. Facilitate hazard identification and risk assessment of activities;
h. Verify and approve hazard identification and risk assessment of activities, products and services identified by respective departments;
i. Monitor and communicate any changes or updates in the legal and other requirements related to the company's health hazard assessment;
j. Report any recommendation from respective department during management review, etc. for continuous improvement;
k. Monitor the effectiveness of mitigation actions;
l. Plan and organize staff safety training.

6.2.3 SAFETY CONTROLLER

The Safety Controller is accountable to the Safety Manager to report the SMS performance and status of the SMS periodically and to execute the SMS.

The Safety Controller is responsible to:

a. Handle safety related issues at Company level;
b. Report Safety Performance and Status to the Safety Manager periodically;
c. Perform the Hazard Identification, Risk Analysis and Risk Control exercises of activities, products and services;
d. Monitor and communicate any changes or updates on safety related requirements;
e. Initiate recommendations on safety related issues for continuous improvement.

6.2.4 SAFETY DEPARTMENT

The Safety Department is accountable to the Accountable Manager to discuss and report safety-related issues in the company.

Members of Safety Department:

a. Quality Assurance Manager.
b. Safety Manager.
c. Safety Controller.
d. Quality Assurance Inspector.
e. Head of Independent Monitoring.

The Safety Department is responsible to:

a. Communicate with regulatory bodies and other interested parties on the safety policy;
b. Coordinate related SMS training for employees from training needs analysis identified by the Head of Department;
c. Develop training need analysis plan.

6.2.5 MEMBERS OF SAFETY COMMITTEE

Members of the Safety Committee accountable to the Safety Manager and Quality Assurance Manager to discuss and report safety issues related to the company and review the effectiveness of safety in the respective areas. The purpose will be to assess current safety performance, identify opportunities for improvement and determine the need for any changes.

Members of the safety committee are responsible to:

a. To review and make recommendations concerning safety policy and objectives.
b. To define safety performance indicators and set safety performance goals for the organization and revise periodically based on the performance.
c. To review safety performance and ensure actions are taken in a timely manner.
d. To provide strategic directions to Safety Action Groups or teams where applicable.
e. To direct and monitor the initial SMS implementation plan.
f. To ensure appropriate resources are allocated to achieve the established safety performance.
g. Any other duty assigned by the Safety Manager or his representative.
h. Committee Meeting must be conducted at intervals not exceeding four months and chaired by Accountable Manager (see ***Note** below)

Members of the safety committee shall consist of Accountable Manager, Safety Manager and its representative, other members of senior management team at least one personnel from every department within GALAXY and representative from the Safety Action Group.

***Note:** Accountable Manager may delegate this function to his trusted subordinate to Conduct the meeting on his behalf.

6.2.6 SAFETY ACTION GROUP

The Safety Action Group is accountable to the Safety Manager for the implementation of the SMS programs. Managers and supervisors from a given functional area would be a member of the SAG of that area and would take strategic directions from the Safety Committee.

The Safety Action Group is responsible to:

a. To discuss unsafe condition, unsafe act, near miss incidents with recommendations for corrective actions and to bring unresolved issues to Safety Committee meeting;
b. Contribute ideas, suggestions and implementing mitigation to improve safety towards a safer work area.
c. Execute Safety Programs as directed by the Safety Manager;
d. Ensure they are trained, qualified and competent to execute their safety-related obligations;
e. Assist in any work associated with safety promotions;
f. Head of Department or his appoint coordinators to function as the safety Accountable Person for SAG to facilitate the department's SMS activities
g. Head of Department to chair the SAG meeting;
h. Meeting must be conducted in four months' interval prior the Safety Committee meeting;
i. Minutes of meeting to be submitted to Safety Manager two weeks before Safety Committee meeting.

6.2.7 QUALITY ASSURANCE MANAGER (QAM)

The QAM is accountable to the Accountable Manager for supporting operational safety management and as detailed in Galaxy Aerospace (M) Sdn. Bhd. MOE.

The QAM is responsible to:

a. Provide support and assistance to implement SMS;
b. Details as stipulated in MOE.

6.2.8 ENGINEERING MANAGER (EM)

The EM is accountable to the Accountable Manager to meet all requirements essential for ensuring maintenance operational safety effectively in the Engineering Department.

The EM is responsible to:

a. Regard aviation safety as the top priority in performing Engineering Department functions;
b. Carry out safety audits in all maintenance units to meet the requirements of safety management;
c. Ensure effective liaison between GALAXY departments and relevant external organizations to ensure any change in safety aspects involving the Engineering Department is fully considered and relevant to the department before the change is implemented.

6.2.9 HUMAN RESOURCE CONTROLLER

The Human Resource Controller is accountable to the Accountable Manager for supporting operational safety management in GALAXY human resource.

The HRC is responsible to:

a. Regard safety as the top priority in decisions involving personnel management.
b. Ensure all HR staff are aware of and held accountable for their safety performance;
c. Ensure management of human resources is appropriate to facilitate safe operations;
d. Develop personnel management and placement most suited to the personnel's capabilities and attitude towards operational safety.

6.2.10 FINANCE CONTROLLER

The Finance Controller is accountable to the Accountable Manager for effective management of the financial resources and timely availability of funds to meet all requirements to ensure operational safety.

The Finance Controller is responsible to:

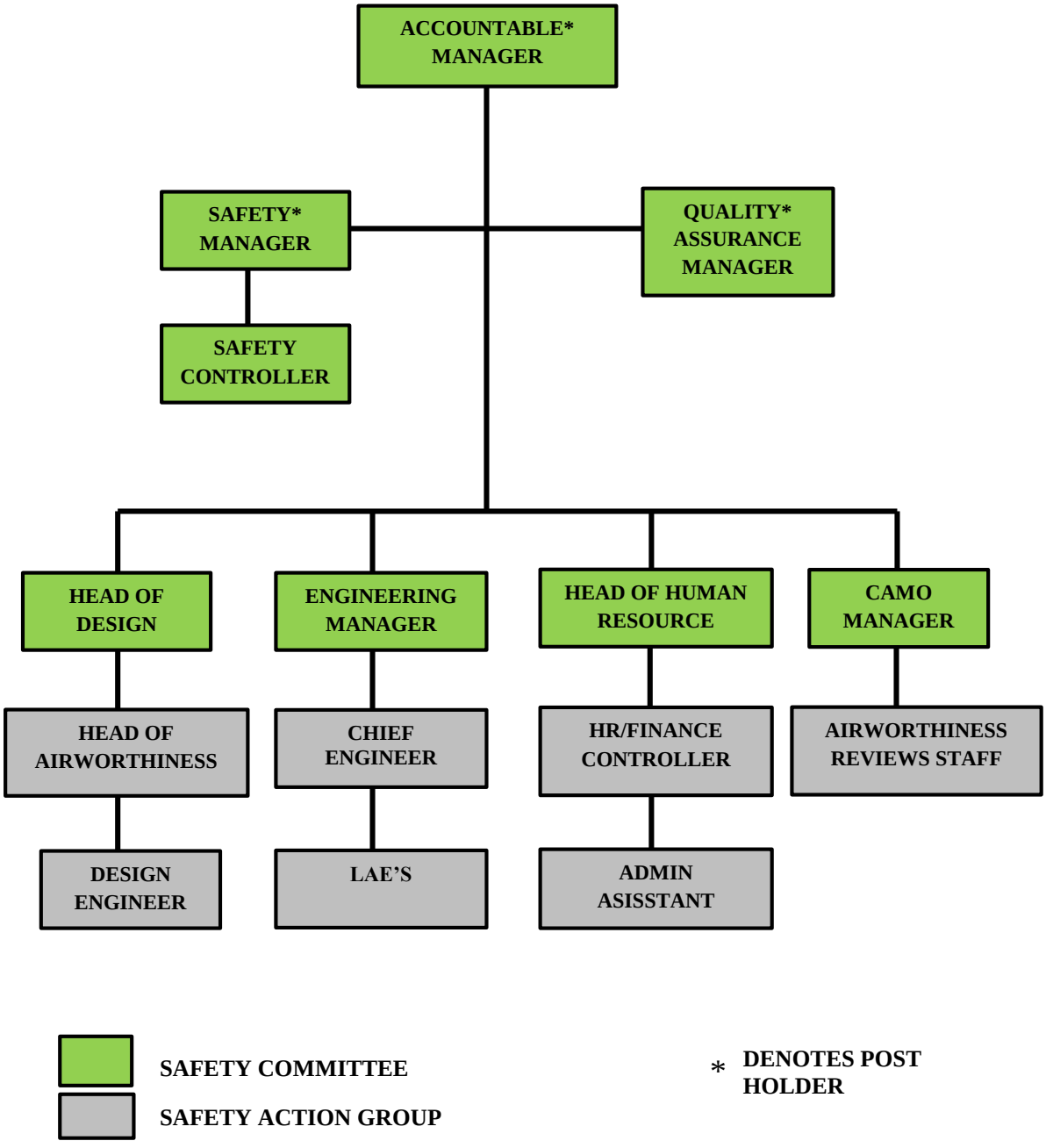
a. Regard safety as the top priority in performing finance and commercial functions.
b. Ensure all finance staff are aware of and held accountable for their safety performance;
c. Establish appropriate controls over financial activities to ensure safety in the company is not compromised by changes in the financial system;
d. Ensure effective liaison between GALAXY departments and relevant external organizations to ensure any change in safety aspects involving the Finance Department is fully considered and relevant to the department before the change is implemented.

6.2.11 ALL EMPLOYEES

All GALAXY employees shall have the following safety responsibilities:

a. To comply and apply relevant safety requirements and procedures outlined in:
   i. GALAXY SMS Manual
   ii. ICAO Doc 9859 – Safety Management Manual
   iii. Other duly authorized manuals, instructions and notices.
b. To advise the Safety Controller of any safety occurrence or system failure and to identify and report any situation of potential risk or concern affecting the safety system by:
   i. Reporting directly to the Safety Controller;
   ii. Discussing in meetings;
   iii. Submitting Safer Cards/Incident Report/HIRARC.
c. To give full cooperation during safety audits and investigations.
d. To give full participation in safety programs.
e. To support fully Safety Policy and the safety objectives and goals.

6.3 SMS ORGANISATION CHART



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PART 7.0 NON-PUNITIVE REPORTING POLICY

PART 7.0 NON-PUNITIVE REPORTING POLICY

7.1 INTRODUCTION

GALAXY promotes an environment conducive for all its personnel to report dangerous occurrences, safety hazards and maintenance errors without fear of any punitive action taken by the company towards the reporter. Confidentiality of the report is guaranteed and no names shall be revealed in case the report needs to be disclosed to the public.

This commitment also ensures that the primary objective of any investigation of the report is to examine not just what happened, but why it happened so that the root cause can be determined and suitable preventive action can be planned.

GALAXY is also committed to ensure that all personnel are aware of the investigation results to ensure that the situational awareness is enhanced amongst the workforce.

7.2 JUST CULTURE

The ultimate aim of a non-punitive reporting policy is to ensure that the culture of reporting dangerous occurrence, safety hazards and maintenance errors flourishes in GALAXY staff. However, to have a settled sense of justice within GALAXY, its disciplinary policies need to be clear on what type of behaviour will lead to disciplinary action.

When an investigation indicates an inadvertent lapse on the employee, GALAXY management shall act reasonably with the intention of NOT using it for punitive actions or to point fingers.

In the context of managing human error, any unpremeditated or inadvertent lapse shall NOT result in any punitive action.

7.3 INTENTIONAL NON – COMPLIANCE WITH STANDARDS

Behaviour is a function of consequences – GALAXY Management is committed in identifying deviations from standards and taking immediate corrective action. Corrective action can include counselling, training, discipline, suspension or removal. Corrective action must be consistent and fair to all employees.

GALAXY Management policies make a clear distinction between honest mistakes and intentional non-compliance with standards. Honest mistakes occur, and they should be addressed through counselling and training. Organization policy agrees with the following conclusion:

- Compliance with known procedures produces known outcomes;
- Compliance with standards helps guarantee repeatable results;
- Bad rules produce bad results;
- Complacency affects the safety whilst performing maintenance of the aircraft and cannot be tolerated;
- Standards are mechanisms for change;
- The hardest thing to do and the right thing to do are often the same thing.

Wilful and deliberate violations of safety standards, policies or procedure will be investigated by the Safety Controller and the Safety Department. Actions will be taken as appropriate if there are elements of illegal activity, recklessness, gross negligence and wilful misconduct.

7.4 NON-PUNITIVE DISCIPLINE APPROACH FOR RECURRENT EVENTS

A non-punitive approach with the intention of disciplining employees does not preclude the use of a general progressive approach to discipline in cases where an employee is involved in similar, recurrent dangerous events. This means that the same employee is caught in similar dangerous events over a period of time or the same employee is caught in intentional non-compliance situations repeatedly. For example being under the influence of alcohol while working, disobeying safe operation procedures involvement in hazardous activities that can affect work performance, etc.

The non-punitive discipline approach adopted by GALAXY involves the following steps:

a) First offence – Verbal warning
b) Second offence – Formal written warning
c) Third offence – Second formal written warning
d) Fourth offence – Final formal written warning (may include suspension)
e) Fifth offence – Termination

GALAXY top management will have the final decision of terminating an employee in the non-punitive discipline approach.

7.4.1 FORMAL WRITTEN WARNINGS

Formal written warnings shall be retained in the personal file of the employee indefinitely. After 1 year, a letter of recognition for positive change (if any) shall be written by the employer's direct supervisor to be attached with the warning letter and forwarded to the Safety Controller.

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PART 8.0 SAFETY REPORTING

PART 8.0 SAFETY REPORTING

8.1 OBJECTIVE

This is to describe GALAXY reporting system whenever accident/incident occurs. The two types of reporting system which are adopted by the company are as follows:

a. Reactive reporting system – Accident/incident/poisoning/dangerous occurrences reports
b. Proactive reporting system – Safety assessments

Safety reporting takes into account confidentiality, data collection and analysis and subsequent dissemination of information on corrective actions, preventive measures and recovery controls.

GALAXY safety reporting procedure establishes a systematic process to ensure that accidents are properly reported in a timely manner, all causes (direct and contributory) are thoroughly identified and that the appropriate corrective actions are taken. It is also to determine the underlying causes of the incidences in order for remedial actions to be taken to prevent similar occurrences in the future.

8.1.1 REACTIVE REPORTING SYSTEM

Reactive reports respond to events that have already occurred. This involves looking beyond the event and investigating the contributing factors, the organizational and human factors within the organization that lead to the incident.

To achieve this, GALAXY has in place:

a. System to report hazards, events or safety concerns (Safer Cards);
b. System to analyze data, safety reports and any other safety related information;
c. Methods to collect, store and distribute data;
d. Methods for corrective action and risk reduction;
e. On-going monitoring system

8.1.2 PROACTIVE REPORTING SYSTEM

Proactive reporting system actively seeks to identify potential hazards in GALAXY daily operations. The safety management system in GALAXY actively progress to transition from reactive to proactive through safety assessments. These safety assessments allow for the identification of potential hazards and the possible risk/consequences of the hazards. It also sets out the possible risk control techniques to eliminate or reduce the risk.

GALAXY safety assessments encompass the following elements:

a. Hazard identification in all operations through the HIRARC register;
b. Risk management process;
c. On-going monitoring/ quality assurance system.

8.2 DEFINITIONS

a. Major Accident: Any injury or illness-related accident that results in:
   - Death
   - Amputations involving the loss of bone tissue;
   - Loss of consciousness due to electrical shock, lack of oxygen or chemical exposure;
   - Possible permanent functional impairment of a body part (excluding those resulting from a back strain);
   - Admission to a hospital (other than 24-hour observation, hernia repair or back strain)

b. Multiple Injury Accident: Accidents or incidents that results in five (5) or more employees being admitted to a hospital or medical treatment facility.

c. Accident: An occurrence arising out of or in connection with work which involves workers (eg; slip/trip/fall from height/finger cut, etc.)

d. Incident: An occurrence arising out which does not involve workers (eg: rack fall apart/strayed animals/chemical spillage, etc.) or near misses or an incident which does not result in personal injury or illness, or property / environmental damage, but had the potential to do so.

e. First-Aid Only: Any accident/incident which results in a minor injury that can normally be treated or cared for by the First Aider and does not need professional medical treatment.

f. "Non-Injury" / Near Miss Incident: An incident which does not result in personal injury or illness. Or property damage, but had the potential to do so.

g. "Reportable occurrence":
   i. Any incident relating to an aircraft in respect of any defect in or the malfunctioning of an aircraft or any of its parts or equipment, being an incident, defect or malfunctioning, endangering, or which if not corrected would endanger the aircraft, its occupants, or any other person; or
   ii. Any defect in or malfunctioning of any facility on the ground used or intended to be used for purpose of or in connection with the operation of an aircraft,

being a defect or malfunctioning endangering, or which if not corrected would endanger, the aircraft or its occupants, or any other person.

8.3 RESPONSIBILITY

a. Department heads, managers and/or supervisors –are responsible for:
   - Ensuring that all accidents/incidents are properly reported and investigated in accordance with his operating procedure.
   - Ensuring that all corrective actions are promptly and completely carried out.

b. Reports of all incidents/ potential accidents are to be gathered by the Quality Assurance Manager/ Safety Controller and discussed and analyzed accordingly in Safety Meetings.

c. Employees are responsible for reporting any injury/illness work – related accident or non-injury incidents to their supervisor as soon as possible. All accidents/incidents must be reported by no later than the end of the employee's regular work shift.

d. The Safety Department shall participate in accident investigations either directly or by review of the report as deemed appropriate to the incident.

e. Safety Department shall report accidents arising out of work activity that causes death or serious bodily injury (as specified in First Schedule of NADOPOD Regulations 2004) and any dangerous occurrence (as specified in Second Schedule of NADOPOD Regulations 2004) to the Department of Occupational Safety and Health of Malaysia by the quickest means available followed by a written report within 7 calendar days in accordance with federal regulations.

8.4 PROCEDURES OF REPORTING SAFETY CONCERNS

a. <u>During Regular Working Hours</u>

Any employee upon identifying any safety concern during regular working hours shall:
- Report to the direct supervisor immediately before the end of the work shift or
- Fill up the Safer Card (voluntary reporting system) and hand it to the Safety Controller / Safety Department before the end of the work shift.
- If the safety concern requires immediate action, Safety Manager will call for impromptu meeting to resolve the issue(s).

b. <u>After Regular Working Hours</u>

Any employee upon identifying any safety concern after regular working hours shall:

- Immediately notify the direct supervisor and the safety Manager by the quickest means available or
- Fill up the Safer Card (voluntary reporting system) and hand it to the Safety Manager / Safety Controller on the next regular working hours.

Notification can be done through electronic means (phones, e-mails, etc.) or written statement based on whichever mean is the fastest and most convenient for both reporter and the authority.

All safety concern reports shall be brought up in the Safety Meeting.

8.5 REPORTING ACCIDENTS/INCIDENTS

8.5.1 PURPOSE

To describe the procedures for reporting an incident or accident in GALAXY. This reporting system is intended to reduce risk of accidents and incidents which is part of an accident prevention program. Employee's feedback regarding safety hazard and concerns will be treated confidentially and in assuring that this information is needed for assessment and safety management programs.

8.5.2 PROCEDURES

Involved personnel upon observing or being involved in an incident or an accident situation shall:

i. Report the incident or accident immediately to Supervisor / Safety Manager / Quality Assurance Manager.
ii. Comply with all necessary safety requirements.
iii. Contact with Medical Service if required.

SM/QAM shall:

i. Obtain and retain the details of personnel involved in the incident/accident include those injured and witness.
ii. Complete Ground Incident/Accident Report form.
iii. Review report and take the necessary follow up-action to ensure compliance.

8.5.3 GENERAL

Any occurrence/hazard involves an unsafe or potentially unsafe condition that does not involve property damage or serious personal injury, while an accident is a condition which involved personnel injuries or damage to the property. When any of these occurrences occurs, GALAXY organization encourages all their employees to report hazards, incidents and accidents through the voluntary reporting system, Safer Card **(Appendix B)**.

8.5.4 MANDATORY OCCURRENCE REPORTING

The occurrence report shall be dispatched in writing and by the quickest available means to the DCA within 48 hours of the reportable occurrence coming to the knowledge of the Quality Assurance Manager making the report. Raise a Defect Investigation Report on GALAXY-QA-003 stating the nature of the occurrence, followed by step-by-step findings and deriving at an accurate conclusion void of opinions.

8.5.5 GROUND HAZARD REPORT

Personnel shall report all unsafe equipment, condition and practice to their Supervisor/QAM. In case of unsafe equipment, the Maintenance/Engineering Manager shall remove the item from service, with Unserviceable tag explaining the reason for removal, and take all possible corrective action. Ground Hazard Report may include, but not limited to report of dangerous equipment, tools, absence of personnel, protective device and lack of procedures.

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PART 9.0 HAZARD IDENTIFICATION AND RISK MANAGEMENT

PART 9.0 HAZARD IDENTIFICATION AND RISK MANAGEMENT

9.1 INTRODUCTION

Hazards are constantly identified through reactive, proactive and predictive sources and underlying methods of safety information collection. All information, including hazards, consequences, priorities, responsibilities and strategies must be collected as a source or reference for GALAXY organization safety decision making. The safety knowledge incorporated to provide feedback and control reference against which to measure hazard analysis and consequence management, as well as the efficiency of the sources or method of safety information collection.

GALAXY shall manage safety by making sure that hazards and their associated risks are controlled to an acceptable level.

Risks cannot be totally eliminated and the implementation of risk management process is critical to achieve effective safety management programme with the aim of controlling the risks at an acceptable level of safety.

9.2 OBJECTIVE AND PRINCIPLES

The objectives of GALAXY Risk Management are:

- To conserve personnel and resources by preventing/reducing losses and optimizing gain through identification opportunities for improvement.
- To conserve the environment by identifying the potential environmental aspect and prevent it from negative impact.

The principal of the safety risk management is to:

- Reduce and minimize risk As Low as Reasonably as Possible (ALARP).
- Anticipate and Manage risks by efficient planning.
- Perform risk decisions at the appropriate level.
- Prevent unnecessary risks that impact assets, life and the environment.

9.3 DEFINITIONS

Consequence: Potential outcomes of hazard.

Deficiency: Is conduct of a person, whether or not there are procedures covering this misconduct, which could lead to an unsafe practice.

Hazard: Any condition, objective or activity with the potential of causing injuries to personnel, damage to equipment or

structures, loss of material, or reduction of ability to perform a prescribed function.

Incident: An occurrence, other than accident, associated with the operation of an aircraft, which affects, or would affect, the safety of operations.

Mitigation: Measure to eliminate the potential hazard or to reduce the risk probability or severity.

Occurrence: Any incident or accident. Any situation or condition that could, if left unattended, includes an incident.

Predictive: The adoption of an approach, which emphasizes prevention through capturing system performance as it happens in real-time normal operations.

Proactive: The adoption of an approach which emphasizes prevention through the identification of hazards and the introduction of risk mitigation measures before the risk bearing event occurs and adversely affects safety performance.

Probability: The chance that situation of danger might occur.

Reactive: The responding to the events that already happened, such as incidents and accidents.

Safety: The state in which the possibility of harm to person or of property damage is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and safety risk management.

Severity: The consequence or impact of a hazard in terms of degree of loss or harm.

Risk: Probability of a hazard and the severity of the consequences of the hazard.

9.4 HAZARD IDENTIFICATION

Hazard identification is the act of identifying any condition with the potential of causing injury to personnel, damage to equipment or structures, loss of material or reduction of the ability to perform a prescribed function.

GALAXY identifies, describes, collects and documents the characteristic of hazard in its operations in sufficient details to determine associated acceptability through HIRARC Form **(**Sample HIRARC Form in **Appendix C)**. Hazards are constantly identified through reactive, proactive and predictive sources and underlying methods of safety information collection.

The general classes of hazards are biological, chemical, physical, environmental and psychological hazards. All this information, including types of hazards, risk probability and risk severity must be collected. This will become safety knowledge which provides safety feedback and control reference against which to measure hazard analysis and consequence management, as well as efficiency of the sources or method of safety information collection.

9.5 RISK MANAGEMENT PROCESS

Once hazards have been identified, the risk management process begins. Risk management is an evaluation of the potential for injury or loss due to a hazard and the management of that probability.

The following are the basic overall steps in risk management process applied in the company:

- Hazard identification
- Assessment of risks (probability, severity, acceptability)
- Analyse risk control measures
- Make risk control decision
- Implement Risk control
- Review effectiveness of control

Safety risk assessment in GALAXY use a conventional breakdown of risk into two components – the probability of the risk to occur and the severity of the event or condition, should it occur.

The assessment of the hazard will involve three considerations:

a. The probability of hazard precipitating an unsafe event (i.e. the probability of adverse consequences should the underlying unsafe conditions be allowed to persist).
b. The severity of the potential adverse consequences, or the outcome of the unsafe event; and

c. The rate of exposure to the hazards. The probability of adverse consequences becomes greater through increased exposure to the unsafe conditions. This exposure may be viewed as another dimension or probability.

9.5.1 RISK PROBABILITY

Risk probability is the likelihood that a situation of danger might occur as explained in the table below:

Value	Meaning (in aviation context)	Definition
5	Likely to occur many times (has occurred frequently)	Frequent
4	Likely occur sometimes (has occurred infrequently)	Occasional
3	Unlikely but possible to occur (has occurred rarely)	Remote
2	Very unlikely to occur (not known to have occurred)	Improbable
1	Almost inconceivable that the event will occur	Extremely Improbable

9.5.2 RISK SEVERITY

Risk severity measures the possible consequences of a situation of danger, taking as reference the worst foreseeable situation. Severity may be defined in terms of property, finance, people, environment or public confidence as shown in the following tables.

Harm to people;

Severity	Potential Harm	Nature of Injury
E	Negligible	No or slight injury or health effect including first aid & medical treatment or, not affecting work performance or affecting only personnel in the activity
D	Minor	Minor injury or health effect including first aid case & outpatient medical treatment or, affecting work performance such as restriction to activities, or need a few days to recover or affecting only personnel involve in the activity
C	Major	Major injury or health effect or affecting work performance in longer term such as prolonged absence from work, hospitalised, disabling injury but recoverable or affecting only personnel in the local department
B	Critical/Hazardous	Single fatality, serious injury or permanent total disability from an incident or occupational illness or affecting personnel in the premises. Major equipment destroyed
A	Catastrophic	Multiple fatalities from accidents or occupational illness or affecting personnel within and outside the factory or equipment destroyed

Damage to asset;

Severity	Potential Damage	Asset Damage
E	Slight Damage	No disruption to operation (costs less than RM 10,000)
D	Minor Damage	Brief disruption (cost less than RM 1,000,000)
C	Local Damage	Partial shutdown (can be restarted but cost up to RM 10,000,000)
B	Major Damage	Partial operation loss (2 week shutdown costs up to RM 20,000,000)
A	Extensive Damage	Substantial or total loss of operation (cost in excess of RM 30,000,000)

Harm to environment;

Severity	Potential Impact	Environmental Impact
E	Slight impact	Slight effect – Local environmental damage within the fence and within system. Negligible financial consequences
D	Minor impact	Minor effect – Contamination. Damage sufficiently large to attack the environment. Single exceeding of statuary or prescribed criterion. Single complain. No permanent effect on the environment
C	Localised impact	Localised effect – Limited loss of discharges of known toxicity. Repeated exceed of statuary or prescribe limit. Affecting neighbourhood
B	Major impact	Major effect – Severe environmental damage. The company is required to take extensive measure to restore the contaminated environment to its original state. Extended exceed of statutory or prescribe limits.
A	Massive impact	Massive effect – Persistent severe environmental damage or severe nuisance extending over a large area. In term of commercial or recreational use or nature conservancy, major economic loss for the company. Constant, high exceed of statutory or prescribed limits.

Impact on reputation;

Severity	Potential Impact	Impact on reputation
E	Slight impact	Public awareness may exist, but there is no public concern
D	Minor impact	Limited impact – Some local public concern. Some local media and/or local political attention with potentially adverse aspects of company reputation
C	Considerable impact	Regional public concern. Extensive adverse attention in local media. Slight national media and /or local/regional political attention. Adverse stance of local government and/or groups.
B	National impact	National public concern. Extensive adverse attention in the national media. Regional/national policies with potential restrictive measures and/or impact grant of licence. Mobilization of action groups
A	International impact	International public attention. Extensive adverse attention in international media. National/international policies with potential severe impact on access to new legislation

9.5.3 RISK ASSESSMENT MATRIX

Once the risk probability and risk severity values are determined, the values will constitute the risk index/ risk assessment matrix for that occurrence as shown in the following table:

Risk Probability	**Severity(S)**				
	Negligible **E**	Minor **D**	Major **C**	Hazardous **B**	Catastrophic **A**
Frequent **5**	**5E**	**5D**	**5C**	**5B**	**5A**
Occasional **4**	**4E**	**4D**	**4C**	**4B**	**4A**
Remote **3**	**3E**	**3D**	**3C**	**3B**	**3A**
Improbable **2**	**2E**	**2D**	**2C**	**2B**	**2A**
Extremely improbable **1**	**1E**	**1D**	**1C**	**1B**	**1A**

9.5.4 RISK ACCEPTABILITY

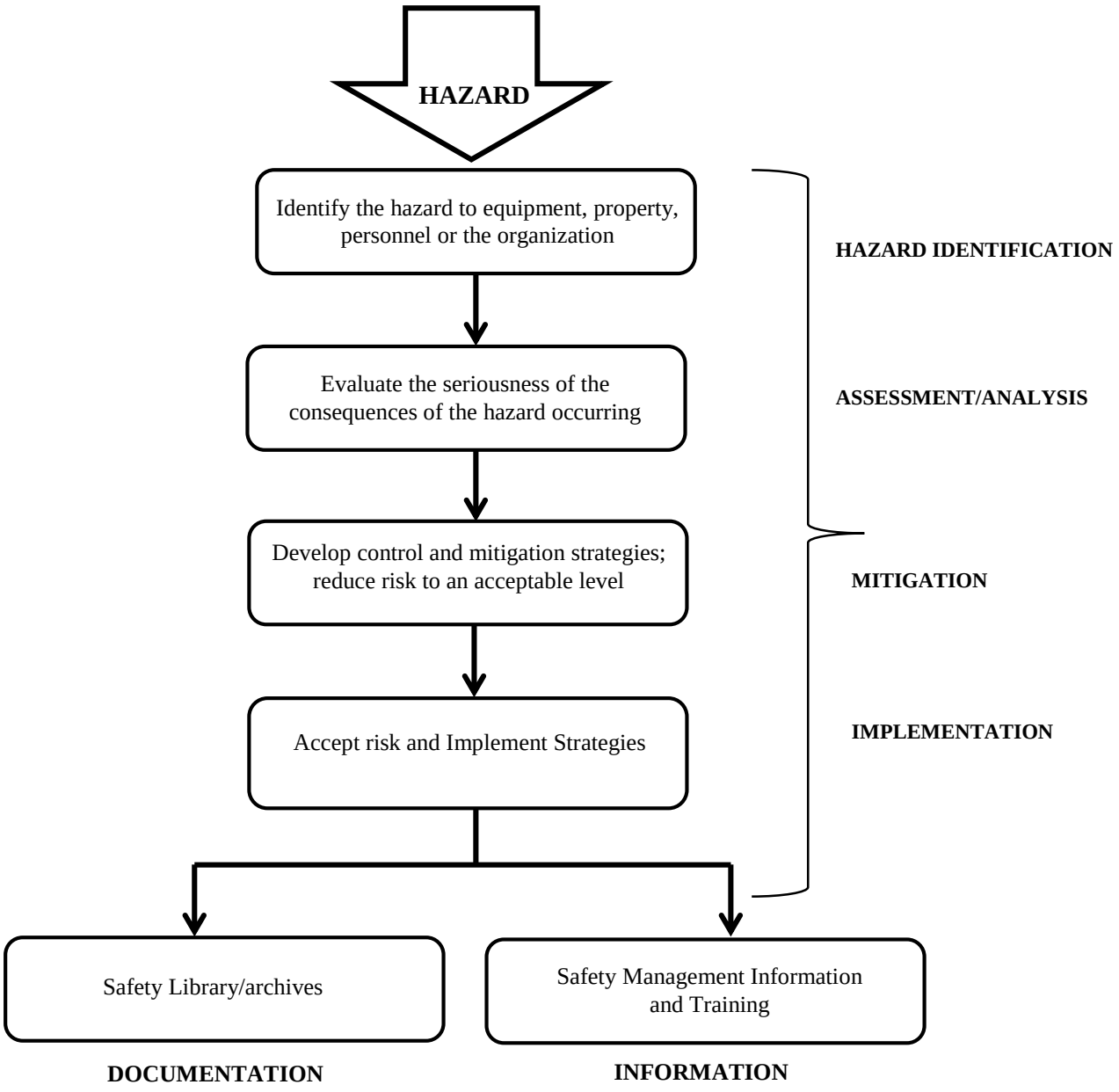
Based on the risk assessment matrix, the risk can be prioritized relative to other, unresolved safety hazard. This is critical in making rational decision to allocate limited resources against those hazards posing the greatest risks to the organization.

Having used a risk matrix to assign values to risks, a range of values are assigned in order to categorize risks as **acceptable, acceptable after review, action and unacceptable.**

The terms are explained below:

Risk Assessment Matrix	Acceptability/Action Required
5A, 5B, 5C, 4A, 4B, 3A	**UNACCEPTABLE** Stop. Unacceptable under the existing circumstances. Do not permit any operation until sufficient control measures have been implemented to reduce risk to an acceptable level.
5D, 5E, 4C, 3B, 3C, 2A, 2B	**ACTION** Requires management attention and approval of risk control/mitigation actions.
4D, 4E, 3D, 2C, 1A, 1B	**ACCEPTABLE AFTER REVIEW** Requires operation to be reviewed by supervisors before proceeding
3E, 2D, 2E, 1C, 1D, 1E	**ACCEPTABLE** Associated risk to be monitored to keep them as low as reasonably possible

9.5.5 RISK MANAGEMENT PROCESS



Unacceptable: The probability and/or severity of the consequence are intolerable. Major mitigation is necessary to reduce the probability and severity of consequences associated with the hazard. Operations can only commence after the risk assessment matrix is reduced to acceptable level.

Action: The consequence and/or probability are of concern. Measures to mitigate the risk as low as reasonably practicable shall be sought. Where the risk is still in review category after this action, then the risk may be accepted, provided the risk is understood and has the endorsement of the individual ultimately accountable for safety in the organization.

Acceptable (review): The risk is understood and has the endorsement of the individual ultimately accountable for safety in the organization.

Acceptable: The consequence is so unlikely or not severe enough to be of concern; the risk is tolerable. However, close monitoring to be done to reduce the risk further to as low as reasonably practicable in order to further minimize the risk of an accident or incident.

9.6 RISK CONTROL

Risk control is the process of implementing actions or defences to eliminate or reduce the probability or severity of risks associated with the identified hazards.

The identification of control barriers to eliminate and/or minimize risks shall be in line with the inherent safety concept. Priority in making risk control decisions should descend from elimination to administrative control and the last resort should be supplying personal protective equipment (PPE). The use of PPE does not eliminate or reduce the hazard from the worker thus is considered the least in the hierarchy of control.

The following table explains the hierarchy of control.

No	Hierarchy of Control	Descriptions
1	Elimination	Involve redesigning the tasks or removal of substance in eliminating the hazard. However, the alternative method should not tolerate the product quality as well as the process effectiveness. **Example:** process simplifications, effective maintenance management, reliable facilities design, etc.
2	Substitution	Replace the material with less hazardous substance. **Example:** replacing flammable refrigerants with non-flammable ones, etc.
3	Isolation	Separating the hazard from operators by methods such as remote handling techniques or enclosing/guarding dangerous items. **i.e.** rotating guard, secondary containment to prevent spill to the environment, etc.
4	Engineering Controls	Install or use additional machinery, equipment or instrumentations in controlling the hazard. **Example**: use of ergonomics tools to carry out work at site, building embankment around oil storage area, etc.
5	Administrative Controls	Administrative controls consist of various policies and requirements that are established at an administrative level such as written safety policies, rules, supervision, schedules, and training with the goal of reducing the duration, frequency and severity of exposure to hazard.
6	Personal Protective Equipment (PPE)	PPE will be needed should all the above control measures are found to be ineffective. It may be used as a temporary control measure until other alternatives are installed. Personnel shall be trained /aware in the function and limitation of the PPE. **Example:** safety glass, gloves, safety helmet, breathing apparatus, etc.

9.7 RISK MITIGATION

Risk mitigation is the process implementing actions or defences to eliminate or reduce the probability or severity of risk associated with hazards. Treating risk involves identifying and assessing a range of possible options to identify the most appropriate, effective, and cost efficient method of dealing with the risk. Risk should be managed to as low as reasonably practicable (ALARP).

a. In treating the risk, consideration should be given to the following critical elements:
   - Competent and trained personnel;
   - Suitable environment;
   - Adequate and suitable materials and equipment and;
   - Adequate information, policies, procedures and processes.

b. Risk mitigation and control options can include, but are not limited to:
   - Reducing the likelihood of the risk occurring;
   - Reducing the consequences, spreading, minimising or diluting the risk;
   - Transferring the risk to a third party;
   - Avoiding the activity entirely to reduce the risk; and accepting the risk as it stands.

c. The ways in which Risks can be mitigated and controlled include:
   - Developing plans or taking immediate action;
   - Modifying or taking new approaches with procedures;
   - Changing the environment within which the risk exists;
   - Looking at ways to eliminate the circumstances that permit the risk and;
   - Develop and implement contingency plans where a high degree of risk or impact exists.

9.7.1 TREATMENT ACTION PLANS

When developing treatment plans the aim is to take action that will achieve the lowest risk as reasonably practicable (ALARP). Treatment or action plans should document:

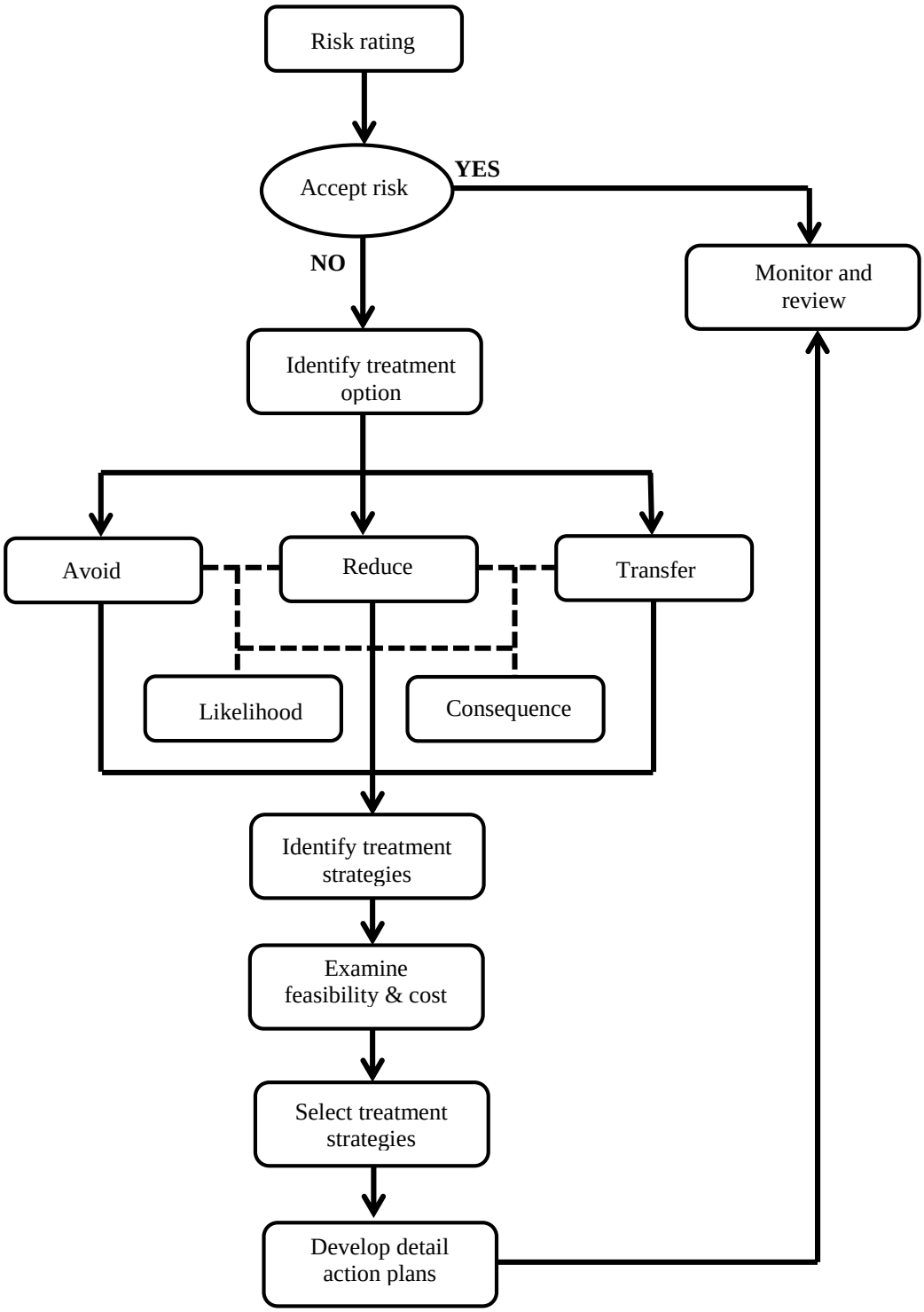
a. The residual risk and its risk rating;
b. The priority of the risk:
    - priority 1 - urgent, begin immediately;
    - priority 2 - important, begin in six months; or
    - priority 3 - value adding, begin in 12 months;

c. The action that is agreed to be taken;
d. The department and/or persons responsible for taking that action;
e. The timeframe assigned for the completion of the action.

The implementation and progress of treatment plans (against achievement of milestones) needs to be monitored. This process should be embedded within the management of the project or the business. The Safety Committee has the primary responsibility for managing the monitoring and reporting of risks.

9.7.2 RISK MITIGATION PROCESS

If Critical or High risks exist, then Action Plans are to be put in place to mitigate the risk. Following is a chart that summarises the methodology for risk mitigation process.



9.8 COSTS CONSIDERATIONS

Production and safety goals should be balanced while evaluating risk controls. Aviation operation contains hazardous conditions or risks which may not be cost-effective to eliminate completely. Therefore, operations may have to continue so long as the hazards and associated risks are understood and mitigated to a level that is as low as reasonably practicable. Reasonably practicable means that consideration is given to both the technical feasibility and the cost of further reducing the safety risk and may involve a cost/ benefit study if necessary.

However, the cost of risk control must be weighed out against the cost of undesirable outcomes due to lack of risk mitigation or risk controls. In most cases, the uninsured or indirect costs are the most expensive part of an accident. Therefore understanding of the economics of safety is important to strike a balance between the cost of accident prevention and the production costs.

9.9 RISK ASSESSMENT REVIEW

GALAXY shall review safety assessments as appropriate to the need of reviewing the case. The interval for such scheduled review may be on a case by case basis. These reviews may take into consideration newly identified hazards. Any modification or change to the initial safety assessments shall be evaluated for any possible effect on the existing safety assessments.

It is important to continually monitor and review the changing status of the risk environment, exposures, and control capabilities, as few risks will remain static. As such, risk assessment teams should always program a follow-up of their risk assessments. The purpose of these follow-ups is to verify the effectiveness of actions taken and to re-rate the identified risks within this context. When follow-up assessments are undertaken the previous risk assessment records should be updated to show any changes in the given risk rating and any subsequent agreed action plans. On-going review of risks is essential to ensure that the risk treatment action plans remain relevant.

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PART 10.0 SAFETY PERFORMANCE MONITORING AND MEASUREMENT

PART 10 SAFETY PERFORMANCE MONITORING AND MEASUREMENT

10.1 INTRODUCTION TO SAFETY PERFORMANCE INDICATORS AND TARGETS

In any system, it is necessary to set and measure performance outcomes in order to determine whether the system is operating in accordance with expectations, and to identify where action may be required to enhance performance levels to meet these expectations.

Safety goals provide objectives in terms of the safety performance GALAXY should achieve while conducting its services. The safety goals will also reflect GALAXY acceptable level of safety (ALS). It is a reference against which GALAXY can measure our safety performance. The factors that shall be considered in determining ALS are the level of risk that applies the cost / benefits of improvements to the system and public expectations on the safety of the aviation industry.

ALS can be expressed by two measures which are the safety performance indicators and safety performance targets. These measures are subject to change according to GALAXY safety goals and shall be monitored and documented.

10.1.1 SAFETY PERFORMANCE TARGETS

Safety performance targets or safety performance goals shall be determined by considering what safety performance levels are desirable and realistic for GALAXY. The goals shall be measurable with time component and consistent with GALAXY SMS. The goals shall be measured with the use of safety performance indicators where applicable.

10.1.2 SAFETY PERFORMANCE INDICATORS

Safety performance indicators are a measure of GALAXY safety performance goals. For example, the company's safety goal is 0 accidents therefore the safety performance indicators are such as safe man-hours, number of accidents or first aid cases, etc. The indicators shall be in response to the specific safety goals records

The safety performance indicators to monitor the ALS may include but not limited to the following:

a) Increase in the number of voluntary hazard reports per year
b) Reduction in the number of incidents/accidents per year
c) Reduction in the number of non-compliance reports per year
d) Increase in the number of hazard reports resolved per year
e) Reduction in the time taken to resolve safety issues per year
f) Increase in the number of safety promotion activities per year

Safety goals and safety performance indicators may be different, for example the safety goal is at least four voluntary hazard reports received per month while the safety goal is increment of at least 3 voluntary hazard reports every year. However, safety goals and safety performance indicators may also be the same, for example the safety goal is 0 injuries in aircraft maintenance activities every year while the safety performance indicator is 0 injuries in aircraft maintenance activities every month.

10.2 SAFETY PERFORMANCE MONITORING

Safety performance monitoring is the process by which safety indicators of the organisation are reviewed in relation to safety policies and objectives. The performance of each indicator is reviewed with respect to its pre-established ALS and safety goals. These should be set by the safety committee.

Any significant abnormal trend or breach of the minimum acceptable level for any of the ALS indicators shall warrant appropriate investigation into potential hazards associated with the deviation. Establishing acceptable level of safety for the safety programme does not replace legal, regulatory or any other established requirements. The safety controller shall record and monitor all safety indicators and report to the Safety Manager any abnormal trend.

10.3 ACCEPTABLE LEVEL OF SAFETY (ALS)

Acceptable level of safety is the minimum acceptable safety performance level in GALAXY associated with the pre-established safety indicators. The safety performance indicators which are meant to constitute GALAXY ALS performance monitoring shall be identified accordingly in the yearly performance index. These ALS may be subject to revision where deemed appropriate.

10.4 IDENTIFICATION OF KEY PERFORMANCE INDICATORS

Safety Committee is responsible to identify key parameters or performance indicators that have or may have significant hazards and determine the appropriate measurement frequency. Among the factors that should be considered are:

a) Hazard identifications
b) Legal and other requirements
c) Objectives and targets
d) Operational control requirements

Therefore the associated performance indicators should have the following criteria:

e) Objectives, verifiable, measurable, reproducible
f) Relevant
g) Consistent with environment policy and requirements
h) Practical and cost effective
i) Technologically feasible

10.5 MONITORING AND MEASUREMENT

The safety performance data shall be obtained by executing measurements, inspections, monitoring or through data sources such as bills, invoices, consignment notes, test reports, etc. where applicable.

Safety controller shall ensure that requirements for appropriate test/inspection methods are in place and complies with applicable legal and other requirements. Related records are to be maintained by the safety controller. The safety trends and performance of the company shall be reported to the Safety Manager.

The Safety Manager shall present the performance of the company to the Accountable Manager during the management review meeting which shall be conducted at least once a year.

10.6 RECORDS

GALAXY shall establish and maintain a matrix for the identification, maintenance and disposition of safety records. The safety records shall be performed as per Document Control procedure.

- Safety Controller shall maintain the required safety-related records.
- Person-in-charge of the respective facility shall maintain the required records for their respective facility.

- The respective Person-in-charge shall identify the required records. A system of records inventory shall be developed and maintained, including records security and accessibility.
- Records that are required to be maintained shall include, but not limited to the followings;

1. Safety Policy and Safety-related policy statements;
2. Employees Safety related Training Records;
3. Risk Assessment records;
4. Minutes of Safety Meetings;
5. Permit to Work documentations, including the associated certificates;
6. Health Surveillance and Monitoring records;
7. Management of Change documentation;
8. Records on Non-compliance;
9. Incident Investigation reports;
10. Safety Audits; and
11. Management Review record.

All records shall be;

- Maintained such that they are legible, identifiable, and traceable to the relevant activity, product, or service.
- Stored and maintained in such a way that they are readily retrievable and protected against damage, deterioration, or loss.
- Retention period are established and recorded, and where there are legislative and/or contractual requirements for record keeping, such requirements shall be fully complied with.

10.7 NON-COMPLIANCE AND CORRECTIVE ACTION

Situations of non-compliance shall be identified by the monitoring program, through communications with employees, contractors, customers, government agencies or the public, or from investigations of incidents and 'Incident follow-up'.

Person-in-charge of the respective facility shall ensure, in the conduct of GALAXY business activities, the requirements of all applicable safety-related legislations and GALAXY SMS shall be fully complied with.

In the event of non-compliance to legislative requirements, the Person-in-charge of the respective facility/worksite shall, in consultation with the Accountable Manager and Safety Controller, notify the relevant regulatory authorities or raise the Non-Compliance Report through the Quality Department.

GALAXY shall maintain procedures for such investigation and corrective action, by which the management of the individual function or activity concerned, in consultation with the management representative, but not limited to the followings:

- Notify the relevant parties
- Determine the causation sequence and likely root cause
- Establish a plan of action or an improvement plan
- Initiate preventive actions commensurate with the nature of the non-compliance
- Apply controls to ensure that any preventive actions taken are effective
- Revise procedures to incorporate actions to prevent recurrence, communicate changes to relevant personnel and implement them.

Incidents of non-compliance with specified requirements may be sudden and temporary, or they may persist for a long period. They may result from deficiencies or failures in the management system itself, or in plant or equipment, or from human error. In the investigation of non-compliance the causative mechanism(s) shall be fully established and reported, including factors within the management system.

Such investigation shall enable planning of corrective action, including measures for:

- Restoring compliance as quickly as practicable
- Preventing recurrence
- Evaluating and mitigating any adverse safety effects
- Ensuring satisfactory interaction with other components of the management system, such as quality management
- Assessing the effectiveness of the above measures.

The implementation of the corrective action should not be deemed to be completed until the effectiveness of all the above has been demonstrated and the appropriate changes made in the procedures, documentation and records. Where corrective action may involve the initiation of a project over a significant time scale, this will form part of the management plan.

10.8 SAFETY REVIEWS

Safety reviews or surveys may be employed as a proactive procedure for examining elements, processes or a specific operation for any safety concerns or sub-standard performance. Safety surveys may also be as a follow up action to an informal feedback/ voluntary hazard reports or to identify issues that may contribute to generation of hazards in areas such as:

a) Problem areas in daily operations.
b) Perceptions and opinions about personnel's competency with possible safety implications.
c) Cooperation between employee groups and departments involving safety/operational/ technical functions.
d) Confusions in GALAXY SMS.
e) Unsafe working procedures or conditions.
f) Prolonged working hours or long-term manpower shortfall, etc.

Safety surveys may also include other data that are deemed necessary by the Safety Committee.

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GALAXY SMS
PART 11.0 SAFETY INVESTIGATIONS

PART 11 SAFETY INVESTIGATIONS

11.1 INTRODUCTION

Safety investigation is a process conducted for the purpose of accident prevention, which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes and, when appropriate, the making of safety recommendations (ICAO Annex 13). Every incident and accident should be reported and investigated by competent investigator.

Occurrence investigations are carried out in order to:

- Better understand the events leading up to the occurrence;
- Identify hazards and conduct risk assessments;
- Make recommendations to reduce or eliminate unacceptable risks; and
- Communicate the safety messages to the appropriate stakeholders.

11.2 SCOPE OF INVESTIGATION

The extent of an investigation should depend on the actual or potential consequence or hazard. Incidents that indicate high risk potential should be investigated in greater depth than those with lower risk potential.

Although the investigation should primarily focus on the factors that are most likely to have influenced action, the dividing line between relevance and irrelevance is often blurred. Data that initially may seem to be unrelated could later prove to be relevant once the relationships between the different elements of an occurrence are better understood.

Investigation and analysis of safety occurrences is an essential ingredient of the overall risk management process in aviation. Effective safety management systems largely depend on the quality of the investigation of reported accidents, incidents and safety issues.

11.3 INFORMATION SOURCES

Information relevant to a safety investigation can be acquired from a variety of sources, including:

a. Physical examination of the equipment used during the safety event. This may include examining the front-line equipment used, its components, and the workstations and equipment used by supporting personnel.

b. Documentation spanning a broad spectrum of the operation, for example:

- Maintenance records and logs.
- Personal records/logbooks.
- Certificates and licences.
- In-house personnel and training records and work schedules.
- Operator's manuals and SOP.
- Training manuals.
- Manufacturers' data and manuals.
- Regulatory authority records;
- Weather forecasts, records and briefing material.
- Flight planning documents.
- Aeronautical information publications.

c. Recordings may provide useful information for determining the sequence of events. In addition to traditional flight data recordings, maintenance recorders in new generation aircraft are a potential additional source of information.

d. Interviews can be conducted with individuals directly or indirectly involved in the safety event. These can provide a principal source of information for any investigation. In the absence of measurable data, interviews may be the only source of information. More importantly, interviews are often the only way to answer the important 'why' question, which in turn will facilitate the establishment of appropriate and effective safety improvement recommendations

e. Direct observation of actions performed by operating or maintenance personnel in their work environment. This can reveal information about potential unsafe conditions. However, the persons being observed must be aware of the purpose of the observations.

f. Simulations. These permit reconstruction of an occurrence and can facilitate a better understanding of the sequence of events that led up to the occurrence, and the manner in which personnel responded to the event. Computer simulations can be used to reconstruct events using data from on-board recorders, ATC radar/ flight data / voice recordings and other physical evidence.

g. Specialist advice. Investigators cannot be experts in every field related to the operational environment. It is important that they realize their limitations. When necessary, they must be willing to consult with other professionals during an investigation.

h. Safety databases. Useful supporting information may come from accident/incident databases, in-house hazard and incident reporting systems,

confidential reporting program, systems for monitoring line operations, manufacturers' databases, etc.

11.4 INVESTIGATION

All incidents, accidents, events and equipment damages must be reported to QAM. QAM shall investigate the report or when the need arises; assemble specialist or a team of specialist to help in investigation.

11.5 SAFETY RECOMMENDATION

When an investigation identifies hazard or unmitigated risks, safety action is required. The need for action must be communicated by means of safety recommendations to those with the authority to expand the necessary resources. Failure to make appropriate safety recommendations may leave the risk unattended.

The QAM shall forward the investigation result to the Safety Committee and based on the findings, safety recommendations should be provided to the involved parties through Safety Circular.

The safety recommendations at a minimum shall contain the following elements.

- Identifying the scope and consequences of the identified risk.
- Narrative of safety event.
- Communicating what should be done and the nature.

11.6 INCIDENT INVESTIGATION REPORTING AND FOLLOW-UP

Safety Controller shall develop and maintain GALAXY Incident Investigation and Reporting System which covers, but not limited to the followings;

- Procedures on incident investigation, notification and reporting; and
- Database for incidents, including system for tracking to closure of action items arising from incident investigation.

GALAXY Incident Investigation and Reporting Procedure shall conform to the requirement of the relevant legislation, clients as well as GALAXY standards.

Any corrective and preventive action taken to eliminate the causes of actual and potential non-conformance shall be appropriate to the magnitude of the problem. GALAXY shall implement and record any changes in the documented procedures resulting from corrective and preventive action.

To describe a reporting system to handle accident/incident reports (reactive) and hazard reports (proactive) that includes report format, confidentiality, data collection and analysis and subsequent dissemination of information on corrective actions, preventive measures and recovery controls, GALAXY shall maintain the items as shown below to demonstrate the commitment;

- To have a process or system that provides for the capture of internal information including incidents, accidents, hazards and other data relevant to safety.
- The reporting process is simple, accessible and commensurate with the size of the organization.
- Reports shall be reviewed by the Safety Controller and the Safety Committee.
- A feedback process to notify employees of their report have been received and to share the results of the analysis.
- There shall be a process to ensure that information is received from all areas of the organization within the scope of SMS.
- Monitoring and analysing trends.
- Systematic investigation and analysis of operational conditions or activities that have been identified as potential hazards.
- Such investigations shall include identification of active failures as well as contributing organizational factors.
- Investigation procedure and format inclusive of the integration of safety related findings with the SMS.

11.7 INCIDENT FOLLOW-UP

Immediate circumstances of the incident, and the underlying SMS weaknesses which caused the incident, shall be identified to enable judgements to be made for authorizing the necessary follow-up action.

All incidents and near misses shall require appropriate investigation in order to:

- Establish their root cause and identify actions to minimize the chance of recurrence
- Satisfy any statutory requirements for reporting and investigation
- Provide a factual record of the circumstances of the incident.

The investigation process comprises the following basic steps:

- Notification, initial assessment and incident report
- Decision on the need for further investigation and appointment of investigation team

- The investigation itself, comprising review of the incident site and circumstances, interview of witnesses, and analysis of operating conditions, data and other evidence
- Preparation of investigation report and agreement of remedial actions
- Issue of report and plan of action for follow-up.

Safety Department shall disseminate throughout GALAXY the lesson-learnt from incidents, to prevent occurrence of similar incident. Lesson-learnt from the incident shall be reviewed by Safety Committee.

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GALAXY SMS
PART 12.0 SAFETY TRAINING AND COMMUNICATION

PART 12 SAFETY TRAINING AND COMMUNICATION

12.1 SAFETY TRAINING

The provision of appropriate training to all staff, regardless of their level in the organisation, is an indication of the management's commitment to an effective SMS. GALAXY shall maintain a safety training programme that ensures that personnel are trained and competent to perform their SMS duties.

Training programmes shall be adapted to fit the needs and complexity of the organisation.

The scope of the safety training shall be appropriate to each individual's involvement in the SMS. Depending on the nature of the task, the level of safety training required will vary from general safety familiarization to expert level for safety specialists.

The quality and effectiveness of training have a significant influence on the attitude and actual performance the employees will subsequently demonstrate in their everyday work.

Basic types of safety trainings in GALAXY are as shown below:

Course	Affected Personnel	Validity
Human Factors	ALL	2 years
Fire Safety	Fire Fighting Team	2 years
First Aid	First Aider	2 years
Chemical Safety	Technical Staff	n/a
Hearing conservations	Technical Staff	n/a
Introduction of SMS	ALL	n/a

During the initial implementation of SMS, specific trainings will be provided for existing staff. Once the SMS is fully implemented, the safety training needs of employees will be developed according to the training gap analysis.

12.2 SMS TRAINING REQUIREMENT

All GALAXY employees shall receive SMS training which shall include but not limited to the following information:

a) Basic principles of safety management
b) GALAXY commitment to safety
c) GALAXY safety policy
d) Safety goals and objectives
e) Organization, roles and responsibilities of staff in relation to safety
f) Process of reporting incidents (Safer cards, accident/incident report, First aid cases)
g) Safety programmes (FOD Sweep, audits, trainings, awareness talks, etc.)
h) Communication methods for the dissemination of safety information
i) Safety promotion
j) Applicable emergency procedures

12.2.1 SAFETY INDUCTION

Visitors/ contractors/ practical students/ new employee shall undergo safety induction briefing by the Safety Controller on their first access into GALAXY premise. The contents of the briefing are as stated in **Appendix D** and **Appendix E**.

12.3 SMS CONTINUATION TRAINING

SMS requires continuation training for specific missions, the establishment and enforcement of standard operating procedures, provision and continuation training of personnel to use risk assessment tools, but most importantly, to keep enhancing safety culture among personnel.

The Safety Controller is responsible for organizing continuation and annual training programmes. All these recurrence and continuation training shall be documented.

12.4 MEASUREMENT OF THE EFFECTIVENESS OF TRAINING

The Safety Controller shall be responsible for assessing the effectiveness of training through feedback from the staff and continuous observation on work performance and safety management implementation.

12.5 TRAINING RECORD

All safety training records are to be documented in GALAXY safety training file. Training records are to be kept in the personal file of all personnel by the quality department. The Quality Assurance Manager is responsible for reviewing the training files to ensure recurrent training is conducted on a timely basis.

12.6 SMS COMMUNICATION AND PROMOTION

12.6.1 PURPOSE OF COMMUNICATION AND PROMOTION

GALAXY shall communicate the company's SMS processes and activities to all staff so as to:

a) Ensure all staff are aware of the SMS
b) Convey safety lessons/ information
c) Explain why SMS related activities are introduced or changed
d) Convey SMS activities updates
e) Disseminate completed safety assessments to concerned personnel
f) Educate personnel on procedure for hazards reporting
g) Promote the company's safety objectives, goals and culture

12.6.2 DISSEMINATION OF SAFETY INFORMATION

Safety is everyone's responsibility. A positive safety culture can influence correct behaviour. This aspect includes line of communication and promotion between employees, consistency of procedure and clearly delineating lines of responsibility between organizations.

The various methods GALAXY shall pass on safety related concerns throughout the company are through:

a) Safety newsletters
b) Bulletin board postings
c) Memos
d) Meetings/ briefings
e) Safety investigation reports
f) Electronic communication (emails, web server, etc.)
g) Workshops/ trainings

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PART 13.0 CONTINUOUS IMPROVEMENT AND SMS AUDIT

PART 13 CONTINUOUS IMPROVEMENT AND SMS AUDIT

13.1 INTRODUCTION

Safety audits may also be called assessment, review or audit but the process is essentially the same. Safety audits can be conducted by the Safety Committee or by anyone nominated by the Safety Manager. Some of the best observations will come from those who are performing the procedures and by making the employees a large part of this process, they are kept informed and involved. The non-punitive reporting process is essential to the success of the audit.

GALAXY shall maintain procedures for audits to be carried out, as a normal part of business control, in order to determine:

- SMS elements and activities conforming to planned arrangements, and are implemented effectively;
- The effectiveness of the SMS in fulfilling GALAXY Safety Policy, Objectives and Performance criteria;
- Compliance with clients, local and international legislation;
- Identification of areas for improvement, leading to progressively better safety management.

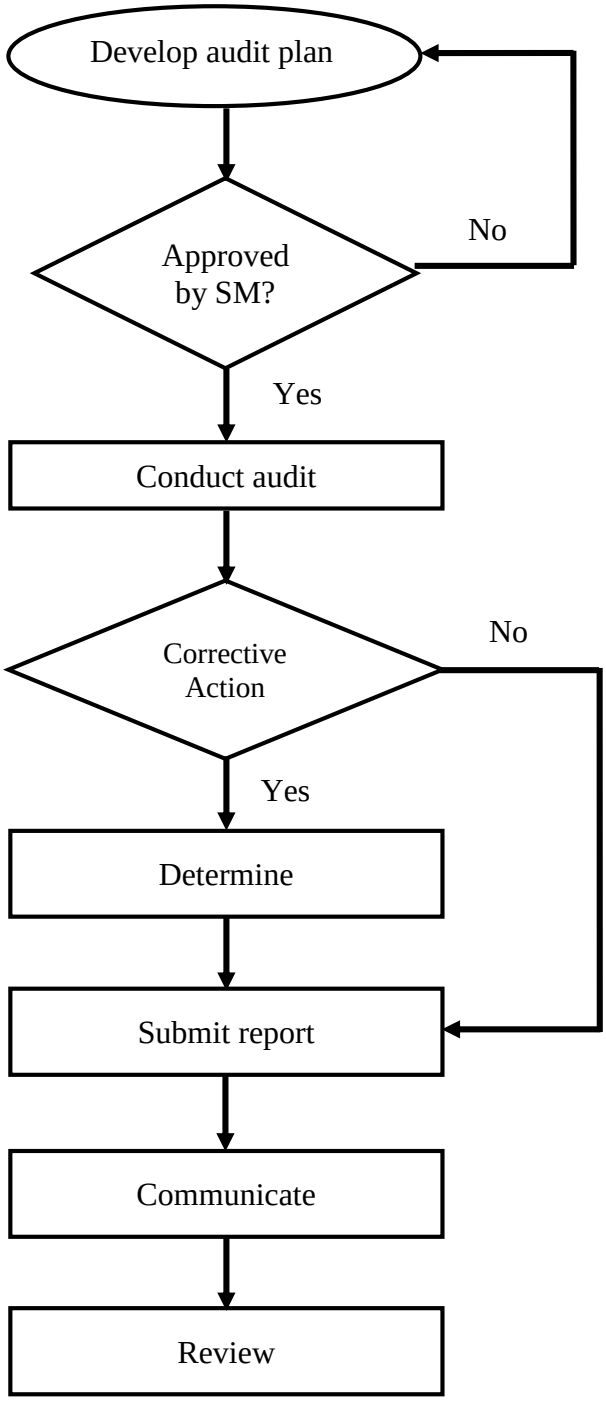
13.2 SAFETY AUDITS

Safety Manager shall develop an annual Safety Audit Plan. The plan shall identify all required Safety Audit activities within the facility, including the contractors.

GALAXY safety audit checklist shall provide detailed guidelines on the implementation of safety audit programs throughout GALAXY operations. The checklist shall be tailored to the nature of the company and shall be updated when the need arises by the Safety Manager/Safety Controller.

GALAXY shall provide adequate number of competent personnel to implement the required safety audit programs.

13.2.1 SAFETY AUDIT PROCESS



i. A formal notification of intention to perform the audit shall be forwarded to the unit or section to be audited in adequate time for any necessary preparations to be made. As part of the audit process, the Safety Controller may contact the Head of Department to be audited. The department may be requested to provide preparatory material in advance of the actual audit. The department being audited must have clear understanding of the purpose, scope and resource requirements and follow-up processes before the auditors arrive.

ii. The audit shall be conducted based on the prepared audit checklist. The checklist shall include but not limited to the following:

a) Safety policy and standards
b) Safety requirements
c) Documentation (Safety management manual, etc.)
d) Safety culture (reactive or proactive)
e) Hazard identification and risk management processes
f) Safety communication

The techniques for gathering the information during the audit shall include review of records, interviews with staff and the observations made by the audit team.

iii. If a major concern is identified during the audit, this would be the subject of a more thorough investigation. Excessive amount of time spent on exploring a single issue shall be avoided, keeping in mind the need to complete the rest of the audit as planned. Another detailed audit/ investigation shall be organized for the major concern where necessary.

iv. The respective department shall be responsible to develop a corrective action plan setting out the action(s) to be taken to resolve deficiencies or safety shortcomings within the specified time period.

v. The corrective action plan should be forwarded to the Safety Controller. The final audit report will include this corrective action plan. The Head of Department of the area that is being audited shall be responsible for ensuring the timely implementation of the corrective action plans.

vi. As soon as possible after the completion of the audit, audit report shall be forwarded to the respective Head of Departments. Any comments received would be taken into consideration in preparation of the audit report which constitutes the official report of the audit. This report shall be communicated to the Safety Controller and related

departments. The report should address, but not limited to the following:

- Conformity or nonconformity of the SMS elements with specified requirements;
- Effectiveness of the implemented SMS in enabling objectives and performance criteria to be met;
- Implementation and effectiveness of corrective actions from previous audits;
- Conclusions and recommendations;
- System for auditing and tracking implementation status of audit recommendations;
- Distribution and control of audit reports.

vii. Upon receiving the final audit report, the audited department needs to ensure that progress (follow up) is made to reduce or eliminate the attendant risks. The primary purpose of an audit follows up is to verify the effective implementation of the accepted corrective action plans or through follow-up audit visits. Where a follow up visit has been made, a further report of this visit shall be prepared and documented. This report shall indicate the current status of the implementation of the agreed corrective actions. If any non-compliance deficiency or safety short-coming remains unresolved, the audit team leader shall highlight this in the follow up report for further correction actions and shall be brought forward to the attention of the top management if necessary. An effective tracking system shall be in place to track and to close action items or recommendations arising from safety audits.

13.2.2 AUDIT PROTOCOL

Facility Audit

- Each facility shall carry out SMS audit to assess compliance to the requirements of the SMS and the associated procedures and guidelines.
- Gaps identified during the safety audit, if any, shall form the basis for the development of appropriate intervention plan to enhance compliance to the SMS; for example, as input for development of department and/or facility Safety Plan.
- The frequency of facility safety audit shall be as not more than twelve months.
- SMS shall be led by Safety Controller and team members selected among the personnel working within the facility.
- The implementation of recommendations arising from the audit shall be monitored by the respective facility's Safety Committee until completion.

Management Safety Audit

- Management Safety Audit is-led by Senior Managements, based on the Safety Audit Plan.
- The purpose of Management Safety Audit is to assess the adequacy, as well as effectiveness of the implementation of GALAXY SMS and the associated procedures and guidelines.
- Gaps identified during this Management Safety Audit, if any, shall form the basis for the development of appropriate intervention plan to enhance compliance to the SMS.
- Management Safety Audit team shall comprise, as a minimum, the following:

  i. Audit Team Leader shall be at least a Senior Manager; and
  ii. The Audit Team shall comprise members from relevant disciplines and/or functions within the Company.

External Audit

- External Safety Audit includes those audits carried out by external bodies; for example, ISO certification, OHSAS certification, insurance audit, audit carried out as part of safety award and recognition programs, etc.
- The frequency of this external safety assurance would be based on the requirement of the respective international and/or industry certification bodies.
- The implementation of recommendations arising from external safety audit shall be monitored by GALAXY Safety Committee, until completion.

13.3 MANAGEMENT REVIEW

This will define GALAXY requirements for the review of the SMS, in order to:

- Assess the adequacy of the SMS, including benchmarking to the industry's best practices;
- Review the effectiveness of the implementation of GALAXY SMS;
- Review the adequacy of the associated safety policies, organization, arrangements, procedures and guidelines; and
- Identify gaps and weaknesses such that appropriate intervention plan can be taken, to ensure the achievement and sustenance of continual improvement to GALAXY Safety Performance.

The Management Review shall cover wholly and/or any parts of GALAXY SMS, as well as the associated procedural arrangements integral to the SMS. GALAXY management review shall be carried out at least once in twelve months. The review process shall be documented, and its results recorded, to facilitate implementation of consequent changes.

Review will be used to reinforce continual efforts to improve safety performance. Records of management review are documented in management minutes and shall include any decision and actions taken for the assigned and scheduled review sessions which are consistent with the commitment for continual improvement.

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GALAXY SMS
PART 14.0 MANAGEMENT OF CHANGE (MOC)

PART 14 MANAGEMENT OF CHANGE (MOC)

14.1 INTRODUCTION

GALAXY will experience change over time due to expansion, contraction; changes to existing systems, equipment, programmes, products and services; and introduction of new equipment or procedures. Hazards may inadvertently be introduced into an operation whenever change occurs. Safety management practices require that hazards that are a by-product of change be systematically and proactively identified and appropriate measures to manage the safety risks of the consequences of hazards be identified, implemented and subsequently evaluated.

14.2 PROCESS

The process of management of change will take into account when there is a change to:

1. Introduction of equipment or removal from the organization.
   - Introduction or removal of new or existing equipment in an aircraft, engineering stores and maintenance hangar.
   - Addition of aircraft of an existing type.
   - Introduction of new aircraft type.

2. Operational changes
   - Addition or removal of station.
   - Change of aircraft maintenance location.

3. Legal requirement

4. Work processes and procedures.
   - Changes to the training procedure and system.
   - New or revised maintenance instructions.
   - Introduction or amendment of any significant procedure.

5. Relocation or renovation of premises.

6. Organisation management, structure and responsibility.
   - Operational area position becomes vacant for any reason.
   - Establishment of new position in the organization structure.
   - Transfer of responsibility or an activity from
     i. One department to another
     ii. One position to another
     iii. One person to another

14.2.1 PROCEDURES FOR MANAGING CHANGE

Procedures for managing change shall include but not limited to the following:

a) Identification of the goals and objectives and nature of the proposed change
b) Risk assessment
c) Identifying level of management with authority to approve changes
d) Approval of the agreed change
e) All personnel are made aware of and understand the changes

GALAXY management of change can be incorporated together with the Quality Department's MOC to ensure a comprehensive management when there are any changes in the company.

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PART 15.0 EMERGENCY RESPONSE PLAN

PART 15.0 EMERGENCY RESPONSE PLAN

15.1 INTRODUCTION

The purpose of the GALAXY Emergency Response Plan (ERP) is to establish procedures for response to emergencies occurring in GALAXY working premises. It describes the role and operation of the functional department within GALAXY and its personnel in an emergency.

This plan sets forth the standard policy for handling man-made or natural events which disrupt normal GALAXY operations such as, but not limited to: floods, storms, fire, hazardous material incidents and other potential disasters.

15.2 SCOPE AND AUTHORITY

ERP guides the response of appropriate GALAXY personnel and resources during an emergency. Appropriate detailed procedures for specific emergencies or actions may also be further elaborated in a separate ERP manual if necessary.

This plan is promulgated under the authority of GALAXY Managing Director/ Accountable Manager. The Safety Controller shall be responsible for assuring that all personnel are trained to handle emergency cases based on their role in the organization.

15.3 ERP OBJECTIVE

It is the objective of this ERP to mitigate emergency situations in a safe and timely manner. Where adequate GALAXY personnel and equipment will be used to provide priority protection for:

- Priority 1: Life Safety;
- Priority 2: Life Support and Assessment; and
- Priority 3: Restoration of normal operations.

15.4 MANAGEMENT OF EMERGENCY OPERATIONS

GALAXY ERP adopts a management system widely known as the Incident Command (IC). IC can also be summarized as a "first-on-scene" structure, where the first responder of a scene has charge of the scene until the incident has been declared resolved, a more qualified responder arrives on scene and receives command, or the Incident Commander appoints another individual Incident Commander. The IC provides an organizational structure capable of responding to all levels of emergencies from simple to complex. It also provides the flexibility to respond to an incident as it escalates in severity.

The purpose of the IC is to:

- Provide an organizational structure that can grow rapidly in response to the requirements of the emergency.
- Provide the Incident Commander with the control necessary to direct and coordinate all operations and all agencies responding to the incident;
- Assign employees with reasonable expertise and training to critical functions without loss of precious time;
- Activate only those positions needed to manage a particular incident or level of incident; and
- Promote proper span of control and unity of command.

On any emergency incident, the **first arriving emergency responder** (GALAXY personnel) will establish incident command. They will continue to exercise Incident Command authority until relieved by the senior official having legal or assigned responsibility for the type of incident occurring.

The Incident Command has the authority to request operational area resources to help mitigate and on-site emergency. These resources would typically be the police, fire, medical and hazardous materials responders.

15.5 EMERGENCIES CLASSIFICATIONS

Three levels of classification have been identified, relative to the magnitude of the situation. Depending on the character, scope and magnitude of an emergency incident, a variety of GALAXY resources may be mobilized.

- **Level 1:**
  The emergency incident can be managed using normal response operations.
  (*E.g.: Fire (small) Minor Hazmat Incident, Minor casualty)*

- **Level 2:**
  Multi-unit response in which the IC may be partially activated. The Incident Commander is usually the Safety Controller. However, personnel closest to the incident can also act as the Incident Commander. Based on the event, selected GALAXY resources will be used at the discretion of the Incident Commander.
  (*E.g.: Fire, Major Hazmat Incident, significant environment damage, significant damage to facility, ongoing risk to personnel, environment or facility)*

- **Level 3:**
  The emergency cannot be managed using normal GALAXY resources. The initial IC activation notification is made and additional personnel are requested to respond as needed to manage the emergency. A site closure may be declared during a Level 3 emergency (this shall require notification of the Managing Director).
  (E.g.: Multiple fatalities, security threat (kidnapping, bomb, riot), significant impact on the community, National or International interest, Public image of companies involved is risked

In addition to the three levels of classification, the term threshold incident is used to describe any emergency incident which requires notification of senior GALAXY personnel. These include serious incidents involving a loss of or threat to life, major property damage (including damage to customer property under GALAXY care), major regulatory or legal risk, and/or significant media interest.

By definition, all Level 2 and Level 3 classification are considered threshold incidents. Level 1 incident involving the followings are also considered threshold incidents, even though they may not require a large-scale response.

- Fatalities or serious injuries to personnel, customers or visitors.
- Injuries requiring ambulance response.
- Injuries to individuals from the same incident, regardless of severity.
- Assaults or other criminal activities involving deadly weapons.
- Structural or equipment fires.
- Hazardous materials release.

15.6 EMERGENCY NOTIFICATION

The following individuals will be notified during any threshold incident. Any additional necessary notifications will be determined at this time.

Primary

- **Accountable Manager**
  (Mr. Shamsul Kamar bin Samsudin - 013-9310581
- **Safety Manager**
  (Mr. Mohammad Nizam bin Jaafar – 012-3777146
- **Quality Assurance Manager**
  (Mr. Salman bin Abu Zarim – 019-3078557
- **Engineering Manager**
  (Mr. Shafrul Yamani bin Safruddin – 019-6647415

Customer Representative*
*Only when cases involving customer property under the care of Galaxy Aerospace (M) Sdn. Bhd.

EMERGENCY NUMBERS

- General Emergency -999/122 via mobile
- Fire in Hangar area - MAB AOC -03-7845 3262
- Fire in Hangar area - Airside OPS -03-7845 3262
- Dept. of Safety and Health, Malaysia -03-8886 5000

15.7 ROLES AND RESPONSIBILITIES

Certain areas/personnel have pre-designated roles during an emergency. Some areas/personnel may have pre-assigned duties based of specific response plans or established procedures. To achieve this purpose, they shall undergo appropriate trainings to ensure competency in handling emergency cases. The following are the basic outline of duties and responsibilities.

First Responder

GALAXY shall establish notification to nominated personnel as indicated above and where necessary they shall act as the Incident Commander until relieved by a senior person or the person legally responsible for the emergency.

(Will be represented by Post Holder and or Departmental Head of the department)

Fire Warden/Marshall

Shall assist in personnel evacuation and also additional duties that shall be assigned by the Incident Commander.

(Will be nominated from Safety Committee Members and Safety Action Group for 2 representatives for each department))

First Aider

Shall assist with first aid response to affected personnel.

(Will be nominated from Safety Committee Members for minimum 2 representative represent for each department)

Safety & Health Officer

Shall act as the Incident Commander taking over from the first responders where applicable.

(Will be represented by Safety Controller)

Facility Manager

Provide technical information on the facility to aid during the ERP.

(Will be represented by Departmental Head)

15.8 EMERGENCIES

15.8.1 EMERGENCIES PROCEDURES

GALAXY shall have a suitable written plan to handle emergency situations that may arise on the site. This plan shall be available in the work place and must at minimum address the following:

- Safe shutdown of all work activities.
- Detailed instructions for notification of the proper authorities (including phone numbers, etc.)
- Listing of the individuals responsible to organize and control the emergency conditions.
- Communication plan to ensure all the site personnel are aware of their correct response to an emergency

15.8.2 EVACUATION PROCEDURE

This evacuation procedure is to be adhered to in case of Fire and/or Explosion in GALAXY premises.

Employees on discovering a fire shall:

a. Activate nearest accessible fire alarm or shout ‘Fire, Fire, Fire,' and immediately notify Fire Department/BOMBA and give details:
- Your name
- Location of fire/explosion
- Type of fire/explosion

b. Notify the area or floor supervisor(s) and your supervisor of fire's location and extent and get assistance if required.
c. Try to contain and fight the fire if it is small or manageable.
d. Clear employees from immediate danger area and turn off all electrical supplies.
e. Ensure all doors and windows are closed but DON'T LOCK, with the exception of the HANGAR DOORS WHICH SHOULD BE OPENED.
f. Vacate the affected building via the emergency escape planned route and assemble at designated safe area and await further instruction.
g. Department Head or his designee shall take head count and report to the Command Post and inform them if any of the personnel is not accounted for.

15.8.3 ACCIDENTS PROCEDURES

Fatal Accidents and Serious Incidents

A serious incident is defined as serious life endangering event such as a major actual collapse of the aircraft or structural work, false work or any incident causing multiple injuries to workers.

Stop Work

a. In the event of a fatal accident or serious incident GALAXY Quality Assurance Manager shall immediately stop work area in an ordered and sequential manner except for completion of any work that requires continuity to prevent future problems.

b. The Department Head shall implement an immediate systematic safety check of the entire work area. This check will be monitored and audited by GALAXY Safety Controller. The objective of this check is to ensure that all work areas are safe and that there is no risk of a repetitive or similar accident. Any unsafe condition/acts shall be remedied immediately.

c. Work shall not resume until Engineering Manager (or the head of the department involved) has signed off the work area, sector by sector, as being in all respects safe. This sign off shall be countersigned by the Quality Assurance Manager who will authorize a resumption of work, sector by sector if necessary. The Quality Assurance manager shall be assisted by and take advice from GALAXY Safety Controller.

d. In the case of fatal accident work shall not resume at the scene of the accident until the Police and Department of Occupational Safety and Health (DOSH) have made their inspections and given their authority for a resumption of work in the accident area.

15.8.4 REPORTING PROCEDURES

In the event of a fatal accident GALAXY shall immediately inform the Police and Occupational Safety and Health Department (DOSH) who will want to visit the scene of the accident. The contact details for emergencies are as follows:

Fire in Hangar Area	**Telephone**
MAB AOC	03-87769135
Airside OPS	03-87768974
Police/Bomba/Hospital & Ambulance	
General Number	999/122 via mobile
Hospital	
Sime Darby Medical Centre Ara Damansara	03-56391212
Occupational Health & Safety Department	
Aras 2, 3&4 Block D3	
Parcel D	
Pusat Pentadbiran Kerajaan Persekutuan	
62502 Putrajaya	
Wilayah Persekutuan	03-88865000
GALAXY	
Safety Manager	012-3777146
Engineering Manager	019-6647415
Quality Assurance Manager	019-3078557

GALAXY is required to submit a written report of the fatal accident/incident to the Occupational Health and Safety Department within 24 hours.

The accident reporting procedures are as per in Part 8, 8.4 – 8.5.

15.8.5 DO'S AND DONT'S

- Don't panic - Remain calm and listen to instructions.
- Don't open hot doors - Before opening any door, touch it near the top to see if it is hot - USE THE BACK OF YOUR HAND.
- Don't break windows - Oxygen feeds fire.
- Evacuate the floor or area when told to do so, using your assigned exit/stairway. If your assigned exit is not useable, take next nearest exit/stairway.
- Evacuate in an orderly manner and swiftly. Keep to the right in aisle or stairway, grasp handrails when available, walk, keep silent and follow your supervisor's instructions.
- If only a small fire, put it out by using the nearest fire extinguisher – DO SO ONLY WHEN YOU HAVE BEEN TRAINED AND KNOW WHAT ARE YOU DOING.
- Do not attempt to salvage other invaluable items, as this could cause a delay resulting injury to yourself and others. Try to salvage only important document.
- Do not assist firefighting personnel unless asked to do so.
- Do not be a spectator – head away from problem area, to a designated safe refuge area.
- Do not leave the assembly area or return the building until so instructed by the communication systems or permission by Fire Department/Police.

15.8.6 NOTIFICATION

GALAXY Quality Assurance Manager will decide whether it is necessary to immediately notify the top management.

15.8.7 RECORD OF ACTIVITIES

It is important that all activities are recorded so that lessons can be learned and the processes improved. The Safety Manager and the Head of Department of the area concerned shall record all activities, including timings. These should be handed over to the Safety Manager for revision of the processes.

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GALAXY SMS
APPENDICES

APPENDIX A: SAFETY CALENDAR SAMPLE

GALAXY AEROSPACE SAFETY CALENDAR 2016

Galaxy Aerospace maintenance . repair . overhaul

NO.	ITEM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	REMARKS
1	Safety Management System Training													
	Actual Date													
2	Fire Safety Seminar													
	Actual Date													
3	Fire Drills													
	Actual Date													
4	PPE Training													
	Actual Date													
5	First Aid Training													
	Actual Date													
6	Safe Lifting Procedure													
	Actual Date													
7	Hearing Conservation Seminar													
	Actual Date													
8	Eye Conservation / Protection Seminar													
	Actual Date													
9	Urine Test (Drugs and Alcohol Program)													
	Actual Date													

GALAXY AEROSPACE SAFETY CALENDAR 2016

GalaxyAerospace maintenance . repair . overhaul

NO.	ITEM	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	REMARKS
10	Accident Investigation & Reporting Training													
	Actual Date													
11	HIRARC Training													
	Actual Date													
12	Chemical Spillage Handling													
	Actual Date													
13	Defensive Driving Training													
	Actual Date													
14	Transportation and Handling of Hazardous Material													
	Actual Date													
15	FOD Sweep													
	Actual Date													
16	HSE Equipment Checking	Hailer	Encik 1,2,4, FA	Encik 5,6,7,8,9	Encik 3,FA			Hailer	Encik 1,2,4, FA	Encik 5,6,7,8,9	Encik 3,FA			
	Actual Date													
17	Safety Surveys													
	Actual Date													
18	Safety Award													
	Actual Date													

Issued by:

Approved by:

Legend	
	Planning
	Actual date

APPENDIX B: SAFER CARDS

SAFER CARD

Name: _____

Location: _____ Date: _____

Report Type:

Unsafe Act	☐	Unsafe Condition	☐
Personal Protective Equipment	☐	Tools Equipment	☐
Improper Used	☐	Equipment	☐
Location	☐	Dropped Object	☐
Tools	☐	Stored Energy	☐
Procedures	☐	Hygiene	☐
Not Comply	☐	Hazard	☐
Others (Specify)	☐	Electrical	☐
		Working Environment	☐
		Others (Specify)	☐

Brief Description :

Improvement /Suggestion :

Process : ☐ HOD ☐ SM ☐ FILE

SMS Dept Remarks :

KAD SAFER

Nama: _____

Lokasi: _____ Tarikh: _____

Jenis Laporan:

Aksi Tidak Selamat	☐	Keadaan Tidak Selamat	☐
Perlindungan Peralatan Peribadi	☐	Peralatan	☐
Tidak Wajar Digunakan	☐	Kelengkapan	☐
Lokasi	☐	Keadaan Objek	☐
Peralatan	☐	Tenaga Tersimpan	☐
Kaedah	☐	Alat Pembersihan	☐
Tidak Mematuhi	☐	Kebersihan	☐
Lain-lain (Nyatakan)	☐	Bahaya	☐
		Elektrik	☐
		Persekitaran Bekerja	☐
		Lain-lain (Nyatakan)	☐

Ringkasan Keterangan :

Improvement /Suggestion :

Proses : ☐ HOD ☐ SM ☐ FILE

Ulasan Jabatan SMS :

APPENDIX C: HIRARC FORM

GalaxyAerospace maintenance . repair . overhaul — GALAXY AEROSPACE (M) SDN. BHD. (1040262D), No. 11-14, Helicopter Centre, Malaysia International Aerospace Centre (MIAC), Sultan Abdul Aziz Shah Airport,47200 Subang, Selangor Darul Ehsan, Malaysia	HIRARC REGISTER	Document No.:	GALAXY-HSE-SMS
		Release Date:	
		SMS Page:	APPENDIX C

HIRARC No.:		Date Conducted:		Conducted By:		Approved By:	
Process / Location:		Revision:		Received By:		Signature:	

No.	Hazard Identification			Risk Assessment				Risk Control		
	Workplace /Activity		Hazard	Consequences / Effects	Likelihood	Severity	Risk Rating	Existing Risk Control (if any)	Recommended Control Measures	PIC	Status / Remarks
1											
2											
3											
4											

APPENDIX D: SAFETY INDUCTION FORMS FOR EMPLOYEES/ TRAINEE

GALAXY AEROSPACE (M) SDN. BHD. (1040262-D)
Lot 1 & 2, Helicopter Centre, Malaysia International
Aerospace Centre, Sultan Abdul Aziz Shah Airport,
47200 Subang, Selangor Darul Ehsan, Malaysia

SAFETY AND HEALTH INDUCTION FOR_____

Welcome on board GALAXY AEROSPACE (M) Sdn. Bhd. (GALAXY). This checklist is provided as an indication of some of the actions or issues which should be covered as you are introduced to your duties in GALAXY. It will also act as a reminder to your colleagues of what should happen, or what you should be told as you join them.

GENERAL SAFETY INFORMATION

The employee/ trainee have:

1. Read and understood GALAXY Safety and Health Policy.	
2. Been introduced to the Safety and Health Manager and representatives.	
3. Been guided on how to raise any Safety and Health concerns.	
4. Agreed to report any hazard/incident/accident in the workplace to the Safety and Health representatives.	

SAFETY AND HEALTH ISSUES

The employee/ trainee have been made aware of:

1. Fire and evacuation procedures.	
2. Personal Protective Equipment (PPE) requirements and provision.	
3. The use and maintenance of the provided PPE.	
4. The location of First Aid Boxes.	
5. Requirement to fill in First Aid Administration Form to record First Aid treatments.	
6. Security pass and the procedures to enter the Hangar.	
7. The company's "No Smoking" Policy.	

Please sign below to confirm that all the information from the above list has been addressed in your induction and you agree to adhere to Galaxy Safety and Health Policy.

New Employee/ Trainers	**Safety Controller**
Name :	Name :
Signature :	Signature :
Date :	Date :

GALAXY-HSE-001-06

APPENDIX E: SAFETY INDUCTION FORM FOR CONTRACTORS

GALAXY AEROSPACE (M) SDN. BHD. (1040262-D)
Lot 1 & 2, Helicopter Centre, Malaysia International
Aerospace Centre, Sultan Abdul Aziz Shah Airport,
47200 Subang, Selangor Darul Ehsan, Malaysia

Galaxy Aerospace maintenance . repair . overhaul

SAFETY AND HEALTH INDUCTION FOR CONTRACTORS

NAME : _____
IC/ PASSPORT NO. : _____
COMPANY'S NAME : _____
WORKING PERIOD : _____

No.	Checklist	Remarks
1.	Contractors have been issued with Visitor Pass/ Working Permit and Airport Pass.	
2.	Contractors will abide by GALAXY Safety Policy and other company rules.	
3.	Contractors have been introduced to the Safety Controller & representatives.	
4.	Contractors have been briefed about the Restricted Zones.	
5.	Contractors will adhere to the company's "No Smoking" Policy.	
6.	Contractors are briefed about the workplace evacuation plan and are made aware of the emergency procedures and first aid facilities location.	
7.	Contractors have their own suitable PPE to carry out their job.	
8.	Contractors are briefed about the reporting procedures and the contact persons in case of an emergency in the workplace.	
9.	Contractors are held responsible for their workers' safety and insurance.	
10.	Contractors are responsible for the cleanliness of the work site and to clear up all debris after completion of work place.	
11.	Contractors are responsible to maintain the work sites to minimize any hazard that could cause accidents and will be held responsible for any damage caused to the worksite by their workers.	

Signature of Contractor: Signature of Safety Controller:

_____ _____

Date: Date:

GAM/S-HSE-001-05

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