

	<p style="text-align: center;"><b>TANZANIA CIVIL AVIATION AUTHORITY AIR NAVIGATION SERVICES INSPECTORATE</b></p>	<p style="text-align: right;"><b>Revision: 0</b></p>
<p><b>Document No: TCAA/QSP/SR/AC/ANS - 39</b></p>	<p style="text-align: center;"><b>Title: DEVELOPMENT OF SAFETY MANAGEMENT SYSTEM MANUAL OF OPERATIONS</b></p>	<p style="text-align: right;"><b>Page 1 of 6</b></p>

## 0.1 PURPOSE

- 0.1.1 This Advisory Circular (AC) provides guidance for the development of the Manual of Operations of Safety Management System(SMS) for Air Navigation Services Provider(ANSP)
- 0.1.2 Applicants for the certificate will be briefed by the Authority in as much detail as necessary regarding the preparation of the SMS Manual of Operations and other documents. The Manual of Operations is the principal document that support the application for an ANSP certificate
- 0.1.3 The Manual of Operations is based on the requirements outlined in the Civil Aviation (Certification of ANSP) Regulations 2017 and associated ICAO documents.

## 0.2 REFERENCES

- 0.2.1 The Civil Aviation (Certification of ANSP) Regulations 2017

## 0.3 SMS Manual of Operations Evaluation

The Civil Aviation (Certification of Air Navigation Services Provider) Regulations specifies the contents of the Manual. When evaluating the SMS Manual of Operations, the ANS Inspector must ensure that the relevant elements listed below are included

## 0.4 CONTENTS OF THE SMS MANUAL OF OPERATIONS (FORMAT)

### Preliminary Pages

- i. Foreword including the signature page
- ii. Preface
- iii. Purpose
- iv. Normative references

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- v. Distribution
- vi. Record of Amendments
- vii. Checklist of pages
- viii. Table of content
- ix. Definitions
- x. Abbreviations

## **1.0 CHAPTER 1: INTRODUCTION**

- 1.1 Applicability
- 1.2 Scope
- 1.3 SMS regulatory requirements
- 1.4 Structure of the Manual
- 1.5 Integration of the safety management system

## **2.0 CHAPTER 2: SAFETY POLICY AND OBJECTIVES**

### 2.1 Management commitment

- 2.1.1 Safety Policy
- 2.1.2 Safety Objectives

### 2.2 Safety accountabilities and responsibilities

- 2.2.1 Accountable Executive
- 2.2.2 Accountabilities and responsibilities
  - 2.2.2.1 SMS Organization structure
  - 2.2.2.2 Accountable Executive
  - 2.2.2.3 Directors/Manager (as appropriate to the specific organization structure)
  - 2.2.2.4 Safety Manager
  - 2.2.2.5 Line managers
  - 2.2.2.6 In-charge Stations/sectional heads (as appropriate)

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- 2.2.2.7 Safety officers (as appropriate)
- 2.2.2.8 All staff
- 2.2.2.9 Safety committees
  - 2.2.9.1 Safety Review Board/committee
  - 2.2.9.2 Safety Action Group(s)

2.2.3 Accountabilities and responsibilities in respect to external organizations (SLAs, MOUs, LOPs, Contracts with Contractors, aerodrome operators, airlines, MET, Military etc)

- 2.3 Appointment of key safety personnel
  - 2.3.1 Safety Manager
  - 2.3.2 Safety officer(s) (as appropriate)
  - 2.3.3 Safety Review Board/committee
  - 2.3.4 Safety Action Group(s)

- 2.4 Coordination of emergency response Planning
  - 2.4.1 Role of SMS in Coordination of ERP

- 2.5 SMS Documentation
  - 2.5.1 SMS Manual
  - 2.5.2 SMS operational Records/outputs management

### **3.0 CHAPTER 3: SAFETY RISK MANAGEMENT**

#### 3.1 Hazard Identification

- 3.1.1 Hazard identification process
- 3.1.2 Sources for hazard identification

#### 3.2 Safety risk assessment and mitigation

- 3.2.1 Safety risk Assessment
- 3.2.2 Safety risk ownership
- 3.2.3 Safety risk mitigation
  - 3.2.3.1 Safety risk mitigation prioritization
  - 3.2.3.2 Safety risk mitigation implementation

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#### **4.0 CHAPTER 4: SAFETY ASSURANCE**

##### 4.1 Safety performance monitoring and measurement

- 4.1.1 Establishment of safety objectives
- 4.1.2 Establishment of Safety Performance Indicators (SPIs)
- 4.1.3 Establishment of Safety Performance Targets (SPTs)
- 4.1.4 Setting of Alert levels (as appropriate)
- 4.1.5 Safety performance monitoring and measurement activities

##### 4.2 Management of Change

- 4.2.1 Factors triggering formal management of change process
- 4.2.2 Considerations before embarking on management of change process
- 4.2.3 Management of change process

##### 4.3 Continuous improvement of the SMS

- 4.3.1 Methods for measuring SMS effectiveness

#### **5.0 CHAPTER 5: SAFETY PROMOTION**

##### 5.1 Safety training and Education

- 5.1.1 Scope of safety training
  - 5.1.1.1 Initial safety training
  - 5.1.1.2 Specialized safety training
  - 5.1.1.3 Recurrent Safety training
- 5.1.2 Training program
- 5.1.3 Training Need Analysis
- 5.1.4 Training Plan

##### 5.2 Safety Communication

- 5.2.1 Aim of safety communication
- 5.2.2 Medium of safety communication

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- 5.2.3 Nature of safety data and information
- 5.2.4 Confidentiality Policy on shared safety data and information
- 5.2.5 The procedure of channelling safety data and information

## **6.0 CHAPTER 6 SMS COORDINATION REQUIREMENTS FOR SEAMLESS OPERATIONS IN THE EAC UPPER AIRSPACE**

### **6.1 Collaboration on Safety Risk Management**

- 6.1.1 Collaboration on hazards identifications
- 6.1.2 Sharing of effective safety risk controls

### **6.2 Collaboration on incidents investigations**

- 6.2.1 Procedure for sharing Investigations outcomes
- 6.2.2 Sharing of safety recommendations arising out of investigations

### **6.3 Coordination of internal safety audits**

- 6.3.1 Harmonization of the internal safety audits process

### **6.4 Collaborations on safety assessments**

- 6.4.1 Identification of new changes in the systems, procedures and processes
- 6.4.2 Coordination of introduction of changes in the systems, procedures and processes
- 6.4.3 Expert support in technical safety assessments

### **6.5 Collaborations on safety trainings**

- 6.5.1 Specialized Trainings

### **6.6 Collaborations on Safety Communications**

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- 6.6.1 Determination of medium of communication among the Partner States
- 6.6.2 Nature of safety data and information
- 6.6.3 Confidentiality Policy on shared safety data and information
- 6.6.4 The procedure of channelling safety data and information

## **7.0 CHAPTER 7 DOCUMENT AND RECORDS MANAGEMENT**

- 7.1. Document control procedures
- 7.2. Document control responsibilities
- 7.3. Amendment procedure
- 7.4. SMS Manual Distribution
- 7.5. Document Review

## **8.0 Appendices**

## **9.0 Attachments**

When satisfactory the Authority shall approve the amendments. One copy of the amendment shall be retained, and the other returned to the applicant.




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**Civil Aviation Authority**