

COMPLIANCE MATRIX: Regulation (EU) No. 139/2014 Aerodrome Operators		
Ref	Regulatory Requirement	Compliance Statement (SMS Reference)
ANNEX III - Part Organisation Requirements - Aerodrome Operators (Part-ADR.OR)		
SUBPART D — MANAGEMENT (ADR.OR.D)		
ADR.OR.D.005 Management system		
(a)	The aerodrome operator shall implement and maintain a management system integrating a safety management system.	General This is met directly by the organisations Safety Management System.
(b)	The management system shall include:	
(1)	clearly defined lines of responsibility and accountability throughout the aerodrome operator, including a direct accountability for safety on the part of senior management;	Organisational Safety Arrangements Accountable Executive is designated and accountabilities defined. Safety Manager is designated and accountabilities defined. Safety Accountability Chain is defined for organisation. Accountabilities for other Managers in accountability chain are defined and accountabilities allocated
(2)	a description of the overall philosophies and principles of the aerodrome operator with regard to safety, referred to as the safety policy, signed by the accountable manager;	Safety Policy The Safety Policy reflects the organisations commitment to safety through a systems thinking approach. The Safety Policy is signed by the Accountable Executive on behalf of the organisation. The Safety Policy introduces a set of SMS Core Objectives which are used to describe the organisations Safety Objectives. The Safety Objectives are used as the structure for SMS implementation across the organisation. This was designed this way to help communication of the Safety Policy across the organisation through more detailed guidance and support. Just Culture Policy The Safety Policy is supported by a Just Culture Policy which provides clear view on activities that are unacceptable within the organisation.
(3)	a formal process that ensures that hazards in operations are identified;	Safety Objectives 1-3: Hazards, and associated consequences, for the scope of delivered services are identified and documented. - Conduct Safety Risk Assessments Process 4-2: Hazards associated with the scope of the change to the service are identified and documented. - Assess Safety Impact of Change Process - Conduct Safety Risk Assessments Process Hazards associated with the service are identified proactively using a safety risk assessment process at the service level. Hazards, or the impact on existing hazards, introduced as a result of change are also identified following the same process.
(4)	a formal process that ensures analysis, assessment and mitigation of the safety risks in aerodrome operations;	Safety Objectives 1-4: Safety controls are in-place to mitigate all hazards associated with the service and the residual risk is accepted by management. - Conduct Safety Risk Assessment Process 4-3: Safety controls are in-place, and are effective, to mitigate all hazards associated with the change to the service and the residual risk is accepted by management. - Assess Safety Impact of Change Process - Conduct Safety Risk Assessment Process Hazards associated with the service are analysed to determine their safety risk level. The impact of change on the Safety Risk Level is also reviewed following the same process.
(5)	the means to verify the safety performance of the aerodrome operator's organisation in reference to the safety performance indicators and safety performance targets of the safety management system, and to validate the effectiveness of safety risk controls;	Safety Objectives 1-5: Safety performance monitoring indicators and associated targets supporting service delivery are identified. - Conduct Safety Risk Assessments Process Safety performance monitoring indicators are identified based on a safety risk assessment of the services the organisations offer. The indicators are defined based on the success (controls/mitigations) and failure (hazardous events/system deficiencies) elements of the safety risk model. The indicators are used to verify the performance of the safety risk controls.
(6)	a formal process to:	
(i)	identify changes within the aerodrome operator's organisation, management system, the aerodrome or its operation which may affect established processes, procedures and services;	Changes to Operators Organisation Safety Objectives 5-1: Safety accountabilities and responsibilities for employees (and contractors) are allocated, appropriately discharged and maintained. - Allocate Safety Accountability to Managers Process Organisational changes are reviewed to determine the impact on the allocation of safety accountabilities within the safety accountability chain. The process controls any required changes as a result. Changes to Management System Safety Objectives 6-2: SMS documents are defined, systematically reviewed, updated and archived and, where appropriate, communicated to authorities. Documents that require notification of changes to the regulatory authority are listed. Changes to Aerodrome or its Operation Safety Objectives All Safety Objectives defined under SMS Core Objective 4 4-1: All planned changes are identified, described and assessed for its safety impact to the service. 4-2: Hazards associated with the scope of the change to the service are identified and documented. 4-3: Safety controls are in-place, and are effective, to mitigate all hazards associated with the change to the service and the residual risk is accepted by management. 4-4: Planned and unplanned activities (maintenance, installation, commissioning, transition and decommissioning) are managed to ensure no adverse impact on delivery of services. 4-5: Safety cases for changes are developed, where appropriate, to demonstrate to all stakeholders that the change introduced will be acceptably safe in-service. - Assess Safety Impact of Changes Process - Conduct Safety Risk Assessments Process - Develop Safety Case for Changes Process SMS Core Objective 4 provides a structured approach to assess and manage the safety impact of change dependent on the significance of the change.
(ii)	describe the arrangements to ensure safety performance before implementing changes; and	
(iii)	eliminate or modify safety risk controls that are no longer needed or effective due to changes in the operational environment;	Safety Objectives 1-4: Safety controls are in-place to mitigate all hazards associated with the service and the residual risk is accepted by management. - Conduct Safety Risk Assessment Process 4-3: Safety controls are in-place, and are effective, to mitigate all hazards associated with the change to the service and the residual risk is accepted by management. - Assess Safety Impact of Change Process - Conduct Safety Risk Assessment Process The periodic review of the safety risk assessment for services, and when the process is conducted for a change to the service, will identify safety risk controls that may be eliminated or modified as a result of changes to the operational environment.
(7)	a formal processes to review the management system referred to in paragraph (a), identify the causes of substandard performance of the safety management system, determine the implications of such substandard performance in operations, and eliminate or mitigate such causes;	Safety Objectives 5-4: The effectiveness of safety management system activities are independently reviewed, and near and long-term actions are planned and implemented. - Conduct Audits and Reviews Process SMS effectiveness is reviewed as part of the business wide process management system and is done as part of the integrated audit activities.
(8)	a safety training programme that ensures that personnel involved in the operation, rescue and firefighting, maintenance and management of the aerodrome are trained and competent to perform the safety management system duties;	Safety Objectives 5-2: Safety staff, and contractors, are competent (qualified, trained and continuously monitored) to perform their responsibilities. - Assess Competency of Safety Personnel Role and Groups Managing the competence of employees and contractors in the organisation is based on a Role based approach. A Competency Framework has been created to support employees along with a learning and development catalogue.

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(9)	formal means for safety communication that ensures that personnel are fully aware of the safety management system, conveys safety critical information, and explains why particular safety actions are taken and why safety procedures are introduced or changed;	<p>Safety Objectives</p> <p>6-1: The SMS documentation is published in a format that ensures staff can access SMS information relevant to their position.</p> <p>- The SMS is Role based that allows employees to access information directly connected to their position in the organisation and their responsibilities.</p> <p>5-5: The safety management system is actively promoted to internal and external stakeholders (where appropriate and approved).</p> <p>- Communicate Safety Information</p> <p>5-6: Safety management groups are in place to provide appropriate safety management decisions and guidance.</p> <p>The SMS working practices, improvements, lessons from events, and other information identified as important to employees are communicated to employees. Safety groups and committees are also in place at all levels of the organisation to support communication.</p>
(10)	coordination of the safety management system with the aerodrome emergency response plan; and coordination of the aerodrome emergency response plan with the emergency response plans of those organisations it must interface with during the provision of aerodrome services; and	<p>Safety Objectives</p> <p>1-2: Service plans are in place to manage emergency situations and they are coordinated with interfacing organisations.</p> <p>The Emergency Response Plan (ERP) is referenced as part of the organisations SMS and is used as important context and input in to the organisations safety risk management activities.</p> <p>Note: The ERP is a business document and not part of the SMS documentation. Evidence of the ERP should be within the business functions.</p>
(11)	a formal process to monitor compliance of the organisation with the relevant requirements.	<p>Safety Objectives</p> <p>5-4: The effectiveness of safety management system activities are independently reviewed, and near and long-term actions are planned and implemented.</p> <p>- Conduct Audits and Reviews Process</p> <p>SMS effectiveness is reviewed as part of the business wide process management system and is done as part of the integrated audit activities.</p>
(c)	The aerodrome operator shall document all management system key processes.	<p>Safety Objectives</p> <p>The organisation has defined a set of SMS Core Objectives to describe their safety management system framework. Each SMS Core Objective has a series of Safety Objectives defined. For each Safety Objective a series of processes are defined, where appropriate, to show how those Safety Objectives will be implemented in the organisation. These processes are the management system key processes.</p>
(d)	The management system shall be proportionate to the size of the organisation and its activities, taking into account the hazards and associated risks inherent in these activities.	<p>General</p> <p>This is met directly by the organisations Safety Management System. The SMS has been designed to meet the needs of the organisation.</p>
(e)	In the case that the aerodrome operator holds also a certificate to provide air navigation services, it shall ensure that the management system covers all activities in the scope of its certificates.	<p>General</p> <p>Refer to the compliance of ATM/ANS services under Regulation (EU) No 2017/373.</p>
ADR.OR.D.007 Management of aeronautical data and aeronautical information		
ADR.OR.D.010 Contracted activities		
ADR.OR.D.015 Personnel requirements		
(a)	The aerodrome operator shall appoint an accountable manager, who has the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements. The accountable manager shall be responsible for establishing and maintaining an effective management system.	<p>Organisational Safety Arrangements</p> <p>Accountable Executive is designated and accountabilities defined.</p> <p>Safety Manager is designated and accountabilities defined.</p> <p>Safety Accountability Chain is defined for organisation.</p> <p>Accountabilities for other Managers in accountability chain are designed and accountabilities allocated</p>
(b)	The aerodrome operator shall nominate persons responsible for the management and supervision of the following areas:	<p>Organisational Safety Arrangements</p> <p>Safety Accountability Chain is defined for organisation.</p> <p>Accountabilities for other Managers in accountability chain are defined and accountabilities allocated.</p> <p>Note: These roles are not specifically identified in the SMS accountability chain.</p>
(1)	operational services of the aerodrome; and	See above
(2)	maintenance of the aerodrome.	See above
(c)	The aerodrome operator shall nominate a person or group of persons responsible for the development, maintenance and day-to-day management of the safety management system.	<p>Organisational Safety Arrangements</p> <p>Safety Manager is designated and accountabilities defined.</p>
	Those persons shall act independently of other managers within the organisation, shall have direct access to the accountable manager and to appropriate management for safety matters and shall be responsible to the accountable manager.	<p>Organisational Safety Arrangements</p> <p>Safety Accountability Chain is defined for organisation which shows the position of the Safety Manager.</p> <p>Safety Manager is designated and accountabilities defined that clarify the role and its independence.</p>
(d)	The aerodrome operator shall have sufficient and qualified personnel for the planned tasks and activities to be performed in accordance with the applicable requirements.	<p>Safety Policy</p> <p>The Safety Policy confirms the support to SMS and the provision of appropriate resources.</p> <p>Note: Compliance evidence for this requirement must be provided by the organisation based on the scope of service.</p>
(e)	The aerodrome operator shall assign a sufficient number of personnel supervisors to defined duties and responsibilities, taking into account the structure of the organisation and the number of personnel employed.	<p>Note: Compliance evidence for this requirement must be provided by the organisation based on the scope of service.</p>
(f)	The aerodrome operator shall ensure that personnel involved in the operation, maintenance and management of the aerodrome are adequately trained in accordance with the training programme.	<p>Safety Objectives</p> <p>5-2: Safety staff, and contractors, are competent (qualified, trained and continuously monitored) to perform their responsibilities.</p> <p>- Assess Competency of Safety Personnel</p> <p>Role and Groups</p> <p>Managing the competence of employees and contractors in the organisation is based on a Role based approach. A Competency Framework has been created to support employees along with a learning and development catalogue.</p>
ADR.OR.D.017 Training and proficiency check programmes		
ADR.OR.D.020 Facilities requirements		
ADR.OR.D.025 Coordination with other organisations		
ADR.OR.D.027 Safety programmes		
The aerodrome operator shall:		
(a)	establish, lead and implement programmes to promote safety and the exchange of safety-relevant information; and	<p>Safety Objectives</p> <p>6-1: The SMS documentation is published in a format that ensures staff can access SMS information relevant to their position.</p> <p>- The SMS is Role based that allows employees to access information directly connected to their position in the organisation and their responsibilities.</p> <p>5-5: The safety management system is actively promoted to internal and external stakeholders (where appropriate and approved).</p> <p>- Communicate Safety Information</p> <p>5-6: Safety management groups are in place to provide appropriate safety management decisions and guidance.</p> <p>The SMS working practices, improvements, lessons from events, and other information identified as important to employees are communicated to employees. Safety groups and committees are also in place at all levels of the organisation to support communication.</p>

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(b)	encourage organisations operating or providing services at the aerodrome to be involved in such programmes.	<p>Safety Objectives 5-6: Safety management groups are in place to provide appropriate safety management decisions and guidance.</p> <p>Roles and Groups A Multi-Organisation Safety Group is part of the organisations Group Structure. This group is setup to ensure all other organisations that contribute to safety of the service are actively collaborating to improve safety.</p>
ADR.OR.D.030 Safety reporting system		
(a)	The aerodrome operator shall establish and implement a safety reporting system for all personnel and organisations operating or providing services at the aerodrome, in order to promote safety at, and the safe use of, the aerodrome.	<p>Safety Objectives 2-1: Safety events, incidents and occurrences and normal working observations are reported by employees. - Report Mandatory Occurrences Process - Report Voluntary Safety Information Process</p>
(b)	The aerodrome operator, in accordance with ADR.OR.D.005 (b)(3), shall:	
(1)	require that the personnel and organisations mentioned in point (a) use the safety reporting system for the mandatory reporting of any accident, serious incident and occurrence; and	
(2)	ensure that the safety reporting system may be used for the voluntary reporting of any defect, fault and safety hazard which could impact safety.	
(c)	The safety reporting system shall protect the identity of the reporter, encourage voluntary reporting and include the possibility that reports may be submitted anonymously.	<p>Safety Objectives 2-1: Safety events, incidents and occurrences and normal working observations are reported by employees. - Report Mandatory Occurrences Process - Report Voluntary Safety Information Process</p> <p>The safety reporting database holds the identity of the reporter but it does not communicate this name as part of further safety management activities (e.g. the investigation process) nor is it included in reports to management.</p>
(d)	The aerodrome operator shall:	Safety Objectives
(1)	record all reports submitted;	2-1: Safety events, incidents and occurrences and normal working observations are reported by employees.
(2)	analyse and assess the reports, as appropriate, in order to address safety deficiencies and identify trends;	- Report Mandatory Occurrences Process - Report Voluntary Safety Information Process
(3)	ensure that all organisations operating or providing services at the aerodrome which are relevant to the safety concern, participate in the analysis of such reports and that any corrective and/or preventive measures identified are implemented;	<p>Safety Objectives 3-1: Safety improvement actions are identified to manage adverse trends in safety performance. - Identify Safety Improvement Actions Process</p> <p>Performance trends are analysed to identify improvement actions. This activity is extended to other organisations within the aerodrome who contribute to the delivery of operations.</p> <p>Roles and Groups A Multi-Organisation Safety Group is part of the organisations Group Structure. This group is setup to ensure all other organisations that contribute to safety of the service are actively collaborating to improve safety.</p>
(4)	conduct investigations of reports, as appropriate; and	<p>Safety Objectives 2-3: Events are investigated, and the findings documented and communicated to stakeholders. - Investigate Safety Events Process - Investigate Special Events Process</p>
(5)	refrain from attribution of blame in line with the 'just culture' principles.	<p>Just Culture Policy The Safety Policy is supported by a Just Culture Policy which provides clear view on activities that are unacceptable within the organisation.</p> <p>Safety Objectives 2-3: Events are investigated, and the findings documented and communicated to stakeholders. - Investigate Safety Events Process</p> <p>There is no attribution of blame. Behaviour of events is assessed always at the System level.</p>
ADR.OR.D.035 Record keeping		