Menzies Aviation

Integrated SMS

June 2022

Why Risk matters?

Every minute

1.6 ›	Aircraft turns	**212** ›	Stations
5 ›	Fuelling turns	**22k** ›	GSE
3.3 ›	Cargo tonnes	**27k** ›	Employees

Our Purpose

" *Our purpose is simple, to prevent and reduce accidents.* "

Passionate in promoting a 'Learning Culture'

M O R S E
MENZIES OPERATING
RESPONSIBLY SAFELY EFFECTIVELY

People. Passion. Pride. Since 1833.

Business like approach

Training, education and awareness

Quality management

Policies and procedures

Incident response and investigation

MORSE
MENZIES OPERATING
RESPONSIBLY SAFELY EFFECTIVELY

Risk Management Framework

Safety, Security & Environmental toolbox

Risk and threat management

Structure and responsibilities

Management commitment & Leadership skills
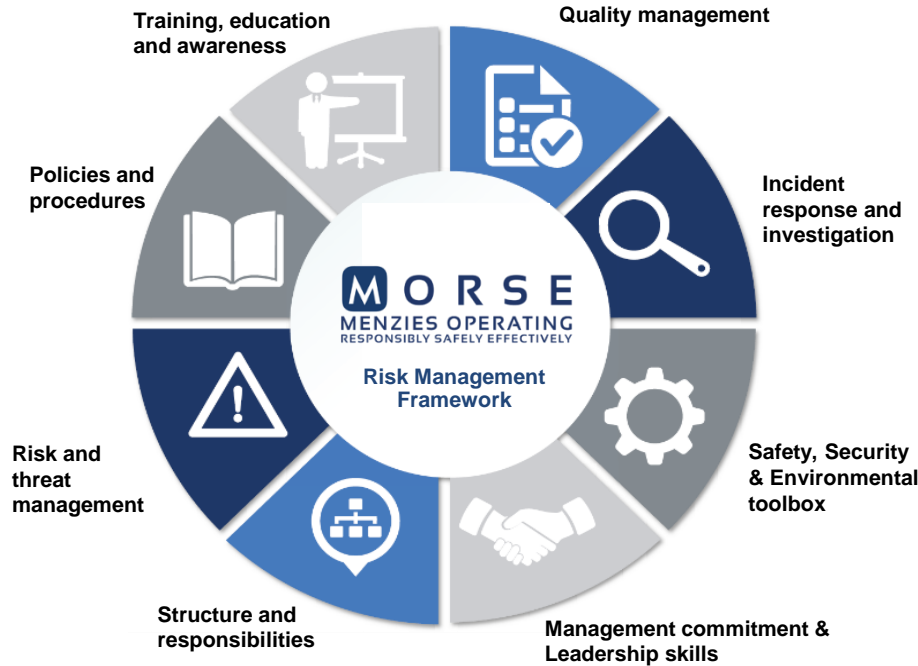
The more effective the above 8 Key Controls, the less likely the chance of harm; i.e. risk is reduced

"

Tips:

- *Keep it simple*

- *Measurable*

- *Always explain the why. What's in it for them?*

- *Attack duplication*

"

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Implementing the safest working methods

Our top priority

Safety and security is our top priority, and *"working the right way, everyday"*

Aligning standards

We are fully aligned to the IATA standards in Ground Handling and Cargo and developed AFQCM to bridge ITP standards.

Process mapping

All operational manuals are controlled and accessible on the intranet standardising our controls across our operations.

Bespoke auditing

We can incorporate specific inspection requirements into our SMART app, providing valuable oversight data.

8 Pillars

1. RISK
2. CORPORATE GOVERNANCE
3. PEOPLE
4. TRAINING
5. PLANNING
6. GSE & INFRASTRUCTURE
7. OPERATIONS & SERVICE DELIVERY
8. FINANCE

IOSA — IATA Operational Safety Audit

ISAGO — IATA Safety Audit for Ground Operations

IGOM — IATA Ground Operations Manual (IGOM)

ICHM — IATA Cargo Handling Manual

Quality Assurance

Quality Control

Menzies' Manuals & Training

Management Review

SMART App

Innovative Tools

Our strategy: Diagnose, Design, Deliver

Award winning SMART App

Enables quick inspection of tasks, tailored to aircraft type and customer requirements. Able to recognize when people go over & beyond by awarding an excellence. *Coaching behaviours*.

SMART Drive

The SmartDrive programme focuses on improving driving skills to reduce risk and cut damage costs. *Drives confidence*.

Frictionless reporting

Digital reporting of incidents through a QR code to a site designed for quick and effective mobile reporting.

Spot the hazard,Stop the near miss,Prevent incident

Tow Team Warning System

Connected wing walker to push back driver. A visual 7 audible alert system to *avoid collision*.

Gamification

A form of micro-learning, enabling *higher recall for important safety messages in a fun engaging way*.

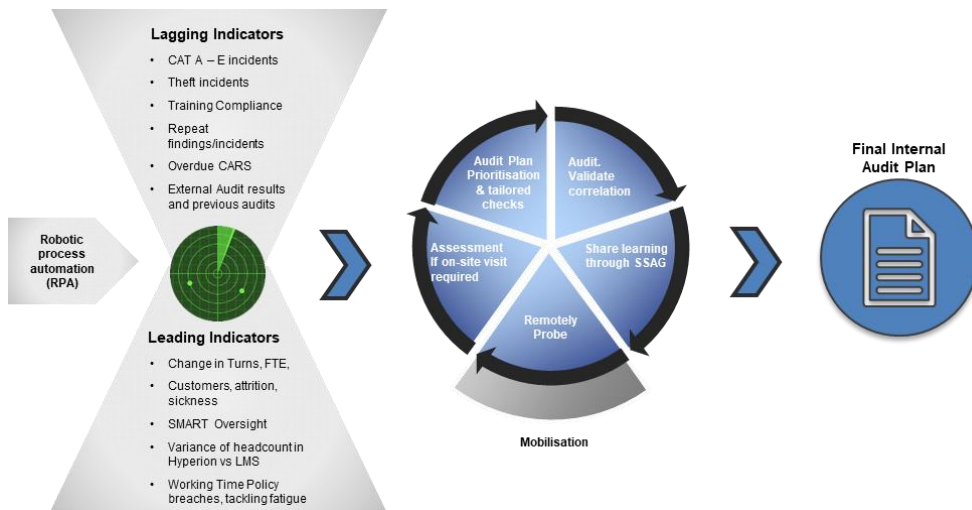**People. Passion. Pride.** Since 1833.

Focus on what matters the most
5 Star Audit Programme ⭐⭐⭐⭐⭐

Transforming our internal audit planning process to an enhanced risk focus, in order to appropriately prioritise the areas identified as being of greatest risk. This assessment is based on:

- Monthly assessment of Leading and Lagging Indicators across all sites, using Robotic Process Automation (RPA).
- Remotely probing to assess how management are addressing and offer support to provide assessment/recommendations.
- If required on-site audit to be performed, the current audit plan will be reprioritised.

Lagging Indicators
- CAT A – E incidents
- Theft incidents
- Training Compliance
- Repeat findings/incidents
- Overdue CARS
- External Audit results and previous audits

Robotic process automation (RPA)

Leading Indicators
- Change in Turns, FTE,
- Customers, attrition, sickness
- SMART Oversight
- Variance of headcount in Hyperion vs LMS
- Working Time Policy breaches, tackling fatigue

Audit Plan Prioritisation & tailored checks

Audit. Validate correlation

Assessment If on-site visit required

Share learning through SSAG

Remotely Probe

Mobilisation

Final Internal Audit Plan

Using Risk based methodology

Focusing on key Pillars and high-risk controls

Using digital analytics to automate and simplify audit methodology

Promote and Incentivize world-class compliance

Culture; Listen and spot behaviours

Strive for:-
"Good place to work at and good management team".

- ❏ *Work-life balance*
- ❏ *Compensation and benefits*
- ❏ *Job security and advancement*
- ❏ *Management*

Our mission; *continuously improve the Safety culture to enable every employee to be motivated to:-*

Thinks: I know what the MORSE code is

Feel: I'll make sure that I act in a MORSE way

Does: I stay safe, work responsibly and effectively

Why?

❏ Does your station have a good reporting culture to prevent serious incidents?

❏ Do you encourage a Team spirit fostering employee attitudes and behaviours to drive improvement?

❏ Do you continuously improve to reduce incidents driving your costs & penalties down.

❏ Do your people feel proud to work for you?

❏ Do you get great customer feedback and win awards?

Operational Resilience
"From Uncertainty to Stability"

❑ Collaborate, we are stronger together.

❑ Join the dots between your SMS, SeMS, QMS, EMS, LMS. Know your emerging threats.

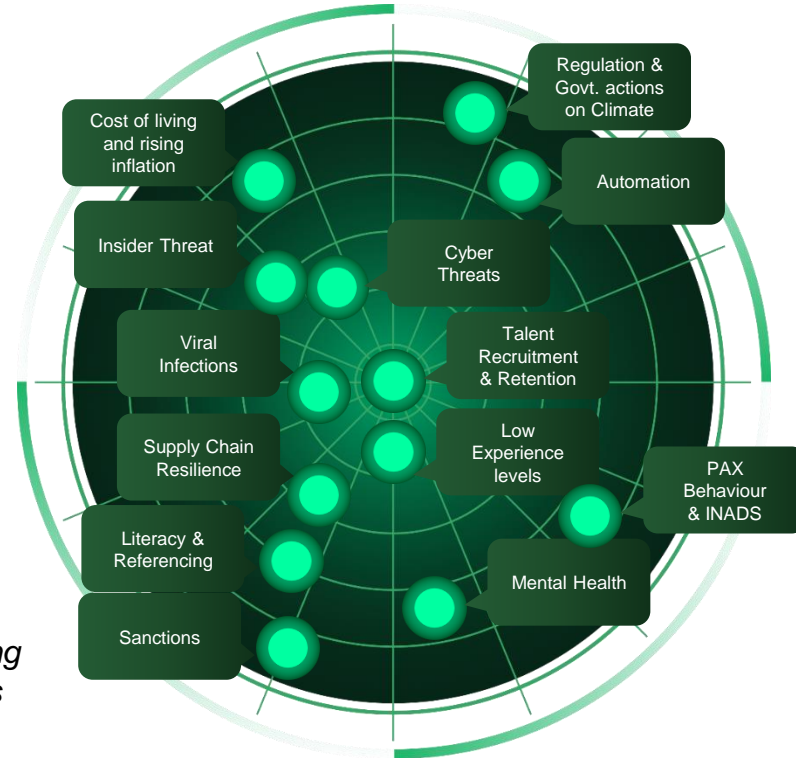❑ Benchmark performance, to stay relevant in the market.

SID

Provides GSPs with valuable data on the latest trends.
Enables GSP being proactive in putting or reviewing their mitigation strategies to prevent similar occurrences.

Risk Radar; future challenges

Regulation & Govt. actions on Climate

Automation

Cost of living and rising inflation

Insider Threat

Cyber Threats

Viral Infections

Talent Recruitment & Retention

Supply Chain Resilience

Low Experience levels

PAX Behaviour & INADS

Literacy & Referencing

Mental Health

Sanctions

Thank you