3 ORGANIZATION STRUCTURE

3.1 GENERAL

The Safety Department has established a dedicated monitoring cell under the supervision of Director of Safety with trained personnel to ensure that FDAP data monitoring is carried out on a continuous basis without any breakdown. An uninterrupted network along with resources in terms of hardware and software also being sourced so that failure of any single unit does not lead to breakdown of the system.

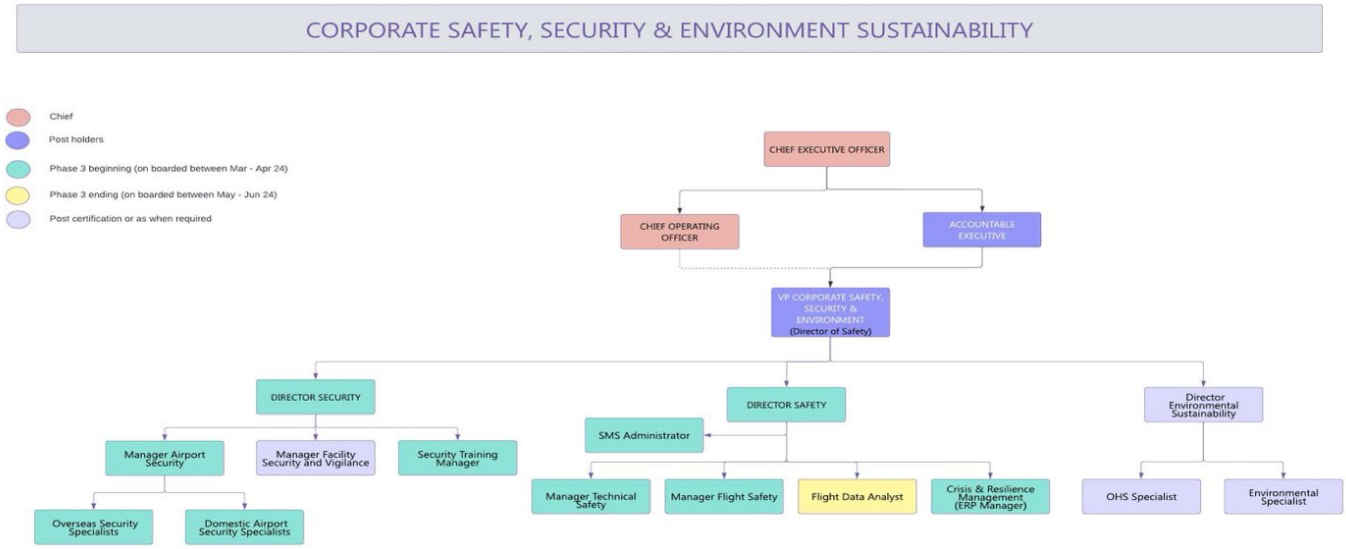

Figure 2 Organization Structure

3.2 VP CORPORATE SAFETY, SECURITY AND ENVIRONMENT

The VP Corporate Safety, Security and Environment (VP-CSSE) reports directly to the Accountable Executive to ensure continuous oversight and escalating critical safety, security, environment and Occupational Safety and Health (OSH). He works in close coordination with the Accountable Executive Post Holders and key stakeholders.

For duties and responsibilities refer Corporate Safety Management System Manual 1.3.2.

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3.3 DIRECTOR SAFETY

The Director of Safety reports directly to the VP-CSSE and assists him in the effective establishment, development, implementation, monitoring, management, supervision, and performance of safety within Riyadh Air as per the applicable regulations, standards, and company requirements.

Duties and Responsibilities:

1. Responsible for the overall implementation and continuous improvement of FDAP.
2. Ensure a data storage library of the acquired data is maintained in a secured server for future analysis.
3. Oversee the effective application and implementation of Safety Management System and integrate FDAP processes with the Safety Management Processes.
4. Maintain close coordination with Flight Operations management with respect to issues identified through FDAP and track closures.
5. Ensure storage and documentation of data as per regulatory requirements.
6. Ensure Confidentiality of Safety Data generated through FDAP as per regulatory Guidelines.
7. Manage and control the retention of FDAP data as mentioned in SMS Manual including revising and developing documentation and implementation of FDAP process and procedure.
8. Propose acquisition of new hardware/software to meet technical changes, if any.
9. Work as Flight Crew Liaison officer whenever crew contact is required.

For other duties and responsibilities refer Corporate Safety Management System Manual 1.3.3

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3.4 FLIGHT DATA SPECIALIST

The Flight Data Specialist reports directly to the Director of Safety and assists him in the effective establishment, development, implementation, monitoring, management, supervision, and performance of FDAP within Riyadh Air as per the applicable regulations, standards, and company requirements.

Duties and Responsibilities:

1. Maintains the Riyadh Air FDAP policies and procedures in line with current regulations and industry best practice.
2. Liaises with IT on all matters relating to the FDA program ensuring data availability and capture.
3. Obtain RAW Data and process this data with FDAP System on time to ensure efficient running of FDA program.
4. Perform data analysis and identify abnormalities that exceed defined thresholds.
5. Reviews Flight Data Analysis Program triggers and events for accuracy.
6. Updates Safety Reports with inputs based on FDAP reviews.
7. Coordinate analysis of Air Safety Reports with hard data generated on FDA program.
8. Design software routines able to gather data required for special flight performance studies.
9. Coordinate with FSO to generate monthly and yearly FDAP bulletins.
10. Generate all required statistics to facilitate the FDA Program.
11. Responsible for maintaining backups of all relevant company safety information generated from FDAP.
12. Develops classroom Safety Training material as required.
13. Assists with preparation of Safety Performance Indicators for submission to GACA.
14. Assist in preparation of quarterly statistics and trends.
15. Collates data and prepares presentations for quarterly Safety Action Group.
16. Conducts analysis and investigations in collaboration with the Safety Officer and Flight Operations.
17. Identifies hazards and risks emanating from Flight Data and offers recommendations where required.
18. Conducts activities pertaining to Safety in operational areas which include bulletins, events, seminars etc.
19. Develops material to aid Safety Promotion and Communication throughout the organization.

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20. To be an active member of the Safety Action Group where meetings are held on a regular basis to address safety concerns, procedures, and improvement.
21. Participate in investigations.

For qualification and experience requirements please refer to Corporate Safety Management System Manual 1.3.4.4

3.5 GATEKEEPER

The Gatekeeper is a non-management pilot and is the only person permitted to connect identifying flight crew data with an event. The Gatekeeper serves as an essential bridge between CSSQE's Flight Data Specialist and Riyadh Air flight crew, ensuring that data-driven insights are effectively communicated and leveraged for safety improvements.

The Gatekeeper's duties and responsibilities include:

1. Data Interpretation: Conduct thorough analyses of flight data to identify trends, anomalies, and potential safety issues. Translate complex data sets into actionable information.
2. Communication: Act as a vital communication link between flight crews and the Safety and Flight Operations Departments, ensuring clear understanding and application of FDA findings.
3. Confidentiality and Trust: Maintain the highest levels of confidentiality to protect data integrity and foster a culture of trust and transparency within the flight crew community.
4. Safety Advocacy: Engage actively in safety meetings and discussions. Share insights from the FDA program to support informed decision-making and proactive safety measures.
5. Feedback Integration: Encourage and incorporate flight crew feedback into the FDA process.
6. Just Culture Support: Uphold and promote Riyadh Air's just culture principles, ensuring that FDA findings are used constructively for learning and improvement rather than punitive action.

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3.6 FDAP REVIEW GROUP

1. Overview and Purpose:
    a. Oversight and Management:
        i. The FDAP Review Group serves as the oversight and management body for the Flight Data Analysis program.
    b. Ensuring Effectiveness and Compliance:
        i. The primary responsibility of the group is to ensure the effectiveness and compliance of the FDA program with safety standards and objectives.
2. Composition:
    a. Chairperson: VPCSSE: VPCSSE serves as the Chairperson of the FDAP Review Group, providing leadership and strategic direction to the group.
    b. Key Members: The FDAP Review Group includes key members representing different facets of aviation expertise:
        i. Vice President of Flight Operations
        ii. VP Technical
        iii. Director Flight Crew Training and Standards
3. Roles and Responsibilities:
    a. Chairperson VPCSSE:
        i. Provides overall leadership and guidance to the FDAP Review Group.
        ii. Ensures alignment with safety standards and objectives.
        iii. Represents safety perspectives in decision-making.
    b. Vice President of Flight Operations:
        i. Brings expertise in flight operations and airline procedures to the group.
        ii. Assesses the practical implications of FDAP findings on day-to-day flight operations.
        iii. Collaborates on implementing corrective actions and operational improvements.
    c. VP Technical Operations:
        i. Represents the maintenance and engineering perspective in FDAP discussions.
        ii. Assesses the impact of FDAP data on aircraft maintenance and reliability.
        iii. Contributes to the development of maintenance-related corrective actions.
    d. Director Flight Crew Training and Standards:

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i. Brings insights into pilot training and crew performance to the group.

ii. Collaborates on incorporating FDAP findings into training programs.

iii. Provides input on improving crew skills and adherence to procedures.

4. Collaborative Decision-Making:

   a. Collective Expertise: The FDAP Review Group leverages the collective expertise of its members to make informed decisions regarding FDA program enhancements, corrective actions, and safety measures.

   b. Regular Meetings: The group conducts regular meetings to review FDA data, discuss findings and formulate strategies for continuous improvement.

5. Continuous Improvement and Feedback:

   a. Performance Evaluation: Regularly evaluates the performance and effectiveness of the FDA program against safety objectives.

   b. Feedback Loop: Establishes a feedback loop with relevant departments to address specific areas for improvement identified through FDAP data.

6. Reporting and Communication:

   a. Reporting to Executive Leadership: Provides regular reports to executive leadership on the status of the FDA program, major findings and implemented improvements.

   b. Communication with Stakeholders: Ensures transparent communication with relevant stakeholders, including regulatory bodies, regarding the FDA program and its safety initiatives.

7. Advisory Role:

   a. Advisory Function: Serves in an advisory capacity to the VPCSSE and other executive leaders, offering recommendations based on FDAP data analysis.

   b. Alignment with Organizational Goals: Ensures that FDAP initiatives align with broader organizational safety goals and strategies.

8. Adaptability and Evolution:

   a. Evolving with Industry Changes: Adapts the FDA program to industry changes, technological advancements, and evolving safety standards.

   b. Continuous Learning: Promotes a culture of continuous learning and improvement within the FDAP Review Group and the broader organization.

The FDAP Review Group plays a pivotal role in enhancing safety by leveraging data-driven insights to informed decision-making and drive continuous improvement initiatives. Provides assurance to the

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organization, regulatory bodies and stakeholders regarding the effectiveness and compliance of the FDM program with safety standards.

3.6.1 FDAP Gate Keeper/ Flight Crew Liaison Personnel

The nominated and appointed Flight Safety Officer/s (FSO) are responsible for reviewing and validating each flight. If there is no red event identified on the flight, Flight Data will be released to operating crew for the flight. This provides crew with a view of the flight they have operated for their information and educational purpose.

FSOs and Flight Data Analyst will ensure that all significant/red events are assessed/coordinated with the safety office for further actions as defined in this manual.

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3.7 TRAINING

3.7.1 General Training

Following are general training requirements for the FDAP Analyst, users, and the gate keepers for effective functioning of the program:

1. Training in the functioning of FDAP software for data analysis.
2. Training in the functioning of FDAP software designing algorithms for event detection and design snapshot parameters, program data frame.
3. Training in the functioning of FDR and CVR readout software.
4. Training in basic digital data transfer protocol.

3.7.2 Software Training

3.7.3 Information For Senior Management and Stakeholders

A regular statistical data of general findings and relevant corrective measures will be communicated to operational personnel and reports identified as safety performance indicators directly connected to FDM that shall be presented to senior management during Safety Review Board meetings.

Following are the guidelines for the same:

1. **Regular Statistical Data and General Findings**:
    a. **Communication to Operational Personnel:** A regular statistical data report (Monthly/Yearly) containing general findings and relevant corrective measures is disseminated to operational personnel.
    b. **Safety Performance Indicators**: Reports that are identified as safety performance indicators directly linked to FDAP are compiled for in-depth analysis.
    c. **Presentation to Senior Management**: During Safety Review Board meetings, senior management is presented with these safety performance indicators, providing a comprehensive overview of the FDA program's impact on safety.
2. **Immediate Attention and Reporting to Senior Management**:
    a. **Identification of Urgent Matters**: If a specific matter within the FDA program requires immediate attention due to its critical nature, it is promptly identified.
    b. **Communication by Director of Safety**: The Director of Safety, being the focal point for safety matters, is responsible for communicating urgent issues to senior management.

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c. **Reporting to Accountable Executive**: In cases demanding the attention of the highest executive authority, the Accountable Executive is notified immediately. This ensures swift decision-making and action.

3. **Reporting Structure**:

a. **Safety Review Board Meetings**: Scheduled Safety Review Board meetings serve as a platform for presenting comprehensive reports, fostering a structured discussion on safety performance indicators derived from FDAP.

b. **Routine Operational Personnel Communication**: Routine communication to operational personnel ensures that they are continuously informed about general findings and corrective measures, promoting transparency and awareness.

c. **Customized Reporting**: Reporting mechanisms are designed to be customized, tailoring information for different audiences, detailed for senior management and more operationally focused for day-to-day personnel.

4. **Collaborative Decision-Making**:

a. **Discussion and Analysis**: SAG meetings facilitate in-depth discussions and analysis of FDM data, encouraging collaborative decision-making for continuous improvement.

b. **Interdepartmental Collaboration:** The FDA program involves collaborative efforts between the safety, operational and management teams, fostering a culture of shared responsibility for safety outcomes.

5. **Continuous Improvement Cycle**:

a. **Feedback Loop**: The communication process establishes a feedback loop, allowing for insights and recommendations to flow back into the FDA program, contributing to its continuous improvement.

b. **Iterative Enhancement**: Lessons learned, and corrective actions taken are integrated into subsequent FDAP reports, forming an iterative enhancement cycle for safety measures.

6. **Accountability and Escalation**:

a. **Clear Accountability**: Clear lines of accountability are established, with the Director of Safety taking the lead in immediate communication and escalation when necessary.

b. **Timely Response**: The immediate reporting structure ensures that urgent matters receive timely attention from senior management, promoting a proactive approach to safety management.

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