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0.3 APPLICABLE REGULATIONS AND STANDARDS

1. GACAR Part 04, Part 05, and eBook Vol. 02
2. AIBR
3. KSA State Safety Plan, 21st May 2023
4. ICAO Doc 9859, applicable edition
5. ICAO Annex 19
6. ISM, applicable edition

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0.5 GACA ACCEPTANCE

 <p>RIYADH AIR طيران الرياض</p>	CORPORATE SAFETY MANAGEMENT SYSTEM MANUAL
	GACA Acceptance

ISSUE NUMBER: 0

REVISION NUMBER: N/A

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APPROVED BY:



ACCEPTED BY:

TITLE:

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0.8 DOCUMENT CONTROL SUMMARY

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0.10 DOCUMENT INTERFACE AND CONTROL

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0.11 DISTRIBUTION LIST

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0.12 COMPLIANCE STATEMENT

The Corporate Safety Management System Manual (DOC No.: RXI-ORG-M02) provides guidance for implementation and maintenance of Safety Management System in the organization. It is issued in accordance with the following requirements:

1. GACAR Part 5 (Safety Management Systems)
2. GACAR Part 4 (Occurrence Reporting & Safety Information System)
3. GACAR Part 121 (121.25; 121.45 a(1); Subpart N; & Appendix G to GACAR 121 (36))
4. GACAR Part 119 (119.7 Safety Management Systems)
5. E-Book Volume 2- Safety Management Systems- General
6. KSA State Safety Program
7. AIBR
8. ICAO 9859
9. ICAO Annex 19
10. ICAO Annex 13
11. IATA ISM
12. All other terms and conditions specified in the Air Operator's Certificate granted to Riyadh Air and all related approvals by the GACA.

The Safety Management System Manual does not provide specific technical details and operating information for instruction purposes, rather it is concise in its purpose for giving formal expression to manage safety in the operation in compliance with applicable regulation, laws, rules, and Riyadh Air standards.

The Safety Management System Manual is compiled based on recent regulations and standards and accumulated operational experience at the time of publication.

This manual is accepted by the GACA. It does not supersede or amend Riyadh Air aircraft type documentation or any other approved and current documentation. In case the information in this manual is at variance with any approved and current technical documentation and/or applicable national regulations, the latter shall be regarded as authoritative sources. Copyright of this manual is with Riyadh Air. No parts of this publication shall be reproduced, stored in a retrieval system, or transmitted in any form or by any means i.e. electronic, mechanical, photocopying and recording or otherwise, without prior written permission of Riyadh Air. Any questions with respect to information contained in this manual should be in writing, directed to V.P. Corporate Safety, Security & Environment.

Riyadh Air,

P.O. Box: XXX,

XXXXXX XXXX, Riyadh

Kingdom Of Saudi Arabia.

Phone: +966XXXXXXXXXX

E-mail: safetyoffice@riyadhair.com



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0.13 ABBREVIATIONS, ACRONYMS AND DEFINITIONS

0.13.1 Abbreviations

AD	Airworthiness Directives
AFM	Aircraft Flight Manual
AIB	Aviation Investigation Bureau
ALOSP	Acceptable Level of Safety Performance
AO	Audit Organization
AOC	Air Operator Certificate
ARMS	Airline Risk Management Solutions
ASR	Air Safety Report
C/B	Circuit Breaker
CCTV	Closed-Circuit Television
CONF	Confidential Safety Report
CPL	Commercial Pilot License
CSAG	Cabin Safety Action Group
CSMSM	Corporate Safety Management Manual
CSR	Cabin Safety Report
CSSE	Corporate Safety, Security, and Environment
CVR	Cockpit Voice Recorder
DCS	Director Corporate Safety
DGOR	Dangerous Goods Occurrence Report
DMS	Document Management System
DFDR	Digital Flight Data Recorder
ELB	Electronic Logbook
ERM	Emergency Response Manual
ERP	Emergency Response Plan
ESR	Engineering Safety Report
FDA	Flight Data Analysis
FDAP	Flight Data Analysis Program



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FDA	Flight Data Analysis
FDR	Flight Data Recorder
FOQA	Flight Operations Quality Assurance
FRSAG	Fatigue Risk Safety Action Group
FSAG	Flight Safety Action Group
FSDS	Flight Safety Documentation System
FSO	Flight Safety Officer
FTG	Fatigue Report
GACA	General Authority of Civil Aviation
GACAR	General Authority of Civil Aviation Regulations
GIR	Ground Incident Report
GM	Guidance Material
GSAG	Ground Safety Action Group
GSR	Ground Safety Report
HSR	Health and Safety Report (including medical, injury and sickness on duty)
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ILS	Instrument Landing System
IQSMS	Integrated Quality Safety Management System
LMS	Learning Management System
LOSA	Line Operations Safety Audit
MLS	Microwave Landing System
MOR	Mandatory Occurrence Report
MOU	Memorandum of Understanding
MS	Microsoft
NDB	Non-Directional Beacon
OCR	Onboard Cabin Report
OHSE	Operational Health Safety and Environment
OHSEAG	OHSE Action Group
OM	Operations Manual
PAR	Precision Approach Radar



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PH	Post Holder
QMS	Quality Management System
RXI	Riyadh Air
SAG	Safety Action Group
SeMS	Security Management System
SER	Security Report (SER)
SLA	Service Level Agreement
SME	Subject Matter Expert
SMS	Safety Management System
SPI	Safety Performance Indicator
SRB	Safety Review Board
TR	Temporary Revision
TSAG	Technical Safety Action Group
UTC	Coordinated Universal Time
VOR	Very High Frequency Omni-Directional Range
VP	Vice President
VPCSSE	Vice President Corporate Safety, Security and Environment

0.13.2 Acronyms

Refer to GACA [eBook Vol. 1 Chapter 1 Section 2](#).

0.13.3 Definitions

Accident – An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft (For unmanned aircraft system, only aircraft with a design and/or operational approval are to be considered), takes place between the time the aircraft is ready to move with the purpose of flight until such time it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

1. A person is fatally or seriously injured because of:
 - a. Being in the aircraft, or
 - b. Being in direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or
2. The aircraft sustains damage or structural failure which:
 - a. Adversely affects the structural strength, performance, or flight characteristics of an aircraft, and would normally require major repair or replacement of the affected component.
 - b. Except for: engine failure or damage limited to a single engine of a multi-engine aircraft (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or minor damage to landing gear, and those resulting from hail or bird strike (including holes in the radome); or
 - c. The aircraft is missing or is completely inaccessible. An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

Accountability - The obligation or willingness to accept responsibility for the execution or performance of an assigned function, duty, task, or action. It implies being answerable (i.e. accountable) to a higher authority for ensuring that such responsibility is correctly executed or performed.

Accountable Executive - A single, identifiable person who has ultimate responsibility for the effective and efficient performance of Riyadh Air's SMS.

Acceptable Level of Safety Performance (ALOSP) - The level of safety performance agreed by Riyadh Air to be achieved for the civil aviation system in a State, as defined in its state safety program, expressed in terms of safety performance targets and safety performance indicators.

Authority - The delegated power or right to:

1. command or direct,
2. make specific decisions,

3. grant permission and/or provide approval, or
4. control or modify a process.

Management of Change - A formal process to manage changes within an organization in a systematic manner so that changes that may impact identified hazards and risk mitigation strategies are accounted for before the implementation of such changes.

Compliance - To fulfill, meet, or be in accordance with requirements specified in standards or GACAR 121 regulations.

Conformance - Voluntary adherence to a standard, rule, specification, requirement, design, process, or practice.

Controlled Document - A document that is subject to processes that provide for the positive control of content, revision, publication, distribution, availability, and retention.

Contract - Contract means an arrangement or agreement between two or more parties enforceable by law. A contract is a legal document that describes commercial terms and conditions. A sub-contract is where a contractor has agreed the delivery of services to Riyadh Air with a third party.

Corrective Action - Action to mitigate the cause(s) and prevent recurrence of an existing (detected) non-conformance or an existing (detected) undesirable condition or situation.

Corrective Action Plan (CAP) - The plan to address a finding or observation through the implementation of comprehensive and permanent corrective action.

Corrective Action Report (CAR) - A document that describes each finding and observation that results from an audit and provides a history of a finding or observation and the associated steps taken toward closure of the finding or observation.

Consequence - The potential outcome (or outcomes) of a hazard.

Database - Any structured collection of information, records, or data that are specifically organized in a (usually electronic) system for rapid search and retrieval.

Documentation - Written information that is considered necessary to define and support the performance of administrative or operational functions. Documentation may be displayed via electronic or paper media and may serve various purposes (e.g. communicating, presenting processes and procedures, proving conformity, knowledge sharing). Specific examples of documentation include operations manuals, organization manuals, safety management system manuals, training manuals, and security manuals.

Emergency Response Plan (ERP) - A formal plan that defines the actions taken following an accident to ensure an orderly and efficient transition from normal to emergency operations, and then a safe continuation of operations or the return to normal operations as soon as possible.

An ERP specifies the:

1. delegation of emergency authority and assignment of emergency responsibilities,

2. authorization for action by key personnel, and
3. coordination of efforts to cope with the emergency.

Environment – defines everything external to oneself, including the physical establishment, location, natural, social, and behavioral environments.

Error - An action or inaction by an operational person that leads to deviations from the organizational or the operational person's intentions or expectations.

Fatal Injury - An injury that results in death within 30 days of the accident.

Fatigue - A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew's alertness and ability to safely operate an aircraft or perform safety-related duties.

Fatigue Risk Management System (FRMS) - A data-driven means of continuously monitoring and managing fatigue-related safety risks, based on scientific principles and knowledge, as well as operational experience that aims to ensure relevant personnel is performing at adequate levels of alertness.

Flight Data Analysis (FDA) Program - A program for gathering and analyzing data recorded during routine flights to improve flight crew performance, operating procedures, flight training, air traffic control procedures, air navigation services, or aircraft maintenance and design.

Flight Data Recorder (FDR) - A flight data recorder is used to record specific aircraft parameters.

Hazard - A condition or an object with the potential to cause or contribute to an aircraft incident or accident.

Lagging Indicators - Safety performance indicators pertaining to the monitoring and measurement of high consequence occurrences, such as accidents or serious incidents. Lagging indicators are sometimes referred to as reactive indicators.

Inappropriate Use - Use of safety information for purposes different from the purposes for which it was collected, namely, use of the information for disciplinary, civil, administrative, and criminal proceedings against operational personnel, and/or disclosure of the information to the public. (ICAO Annex 13/19).

Incident - An occurrence other than an accident associated with the operation of an aircraft, including occupational safety event, that affects or could affect the safety of operation.

International Civil Aviation Organization (ICAO) - A specialized agency of the United Nations with the objective to develop the standards and recommended practices associated with principles and techniques of international air navigation and to foster planning and development of international civil air transport.

Investigation - A process conducted for the purpose of accident/incident prevention, which includes the gathering and analysis of information, the drawing of conclusions, including the determination of causes, and when appropriate, the provision of safety recommendations.



Just Culture - A non-punitive culture in which personnel are not punished for actions, omissions, suggestions, or decisions taken by them that are commensurate with their experience and training, but where gross negligence, willful violations, and destructive acts are not tolerated.

List of Effective Pages (LEP) - A detailed list of manual pages and their current revision status.

Leading Indicators - Safety performance indicators pertaining to the monitoring and measurement of lower-consequence occurrences, events, or activities such as incidents, non-conformance findings, or deviations. Leading indicators are sometimes referred to as proactive indicators.

Operational Personnel - Personnel involved in aviation activities. Such personnel include (but are not limited to): flight crews, air traffic controllers, maintenance personnel, personnel of aircraft design and manufacturing organizations, cabin crews, flight dispatchers, apron personnel, and ground-handling personnel.

Preventative Action - Action that is taken to eliminate the cause(s) of a potential non-conformity, or other potentially undesirable situation, in order to prevent occurrence. Preventative action should not be confused with "action to prevent a recurrence", which relates to corrective action. It may be taken where areas of potential nonconformance are identified.

Regulatory Authority - A government agency or other administrative body that exercises regulatory or oversight control over operations or activities within a defined jurisdiction.

Regulatory Compliance - Compliance with an external rule, principle, or law.

Risk - The likelihood of injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function measured in terms of severity and probability.

Risk Index - The combined value of risk probability and severity.

Risk Mitigation - The process of incorporating defenses or preventive controls to lower the severity and/or likelihood of a hazard's projected consequence.

Risk Probability - The likelihood that an unsafe event or condition might occur.

Risk Severity - The extent of harm that might reasonably be expected to occur as a consequence or outcome of the identified hazard.

Safety - The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced, mitigated, and controlled to an acceptable level.

Safety Data - A defined set of facts or set of safety values collected from various aviation-related sources that are used to maintain or improve safety.

Note: Such safety data is collected from proactive or reactive safety-related activities including (but not limited to):

1. accident or incident investigations,
2. safety reporting,



3. *continuing airworthiness reporting,*
4. *operational performance monitoring,*
5. *CSMM,*
6. *inspections, audits, surveys,*
7. *safety studies and reviews.*

Safety Information - Safety data processed, organized, or analyzed in a given context so as to make it useful for safety management purposes.

Safety Management System (SMS) - systematic approach to managing safety, including the necessary organizational structures, accountability, responsibilities, policies, and procedures.

Safety Objective - A brief, high-level statement of safety achievement or desired outcome to be accomplished by the State safety program or service provider's safety management system. Safety objectives are developed from the organization's top safety risks and should be taken into consideration during subsequent development of safety performance indicators and targets.

Safety Oversight - A function performed by a State to ensure that individuals and organizations performing an aviation activity comply with safety-related national laws and regulations.

Safety Performance - A State's or a service provider's safety achievement, as defined by its Safety Performance Targets and Safety Performance Indicators.

Safety Performance Indicator - A data-based parameter used for monitoring and assessing Safety Performance.

Safety Performance Target - The State or service provider's planned or intended target for a Safety Performance Indicator over a given period that aligns with the Safety Objectives.

Safety Risk - The predicted probability and severity of the consequences or outcomes of a hazard.

State Safety Program (SSP) - An integrated set of regulations and activities aimed at improving safety.

Surveillance - State activities through which the State proactively verifies through inspections and audits that aviation license, certificate, authorization, or approval holders continue to meet the established requirements and function at the level of competency and safety required by the State.

System - An organized, purposeful structure that consists of interrelated and interdependent elements and components and related policies, procedures, and practices created to carry out a specific activity or solve a problem.

Serious Incident - An incident involving circumstances indicating that there was a high probability of an accident and associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked. The difference between an accident and a serious incident lies only in the result.

Serious Injury - An injury that is sustained by a person in an accident and:

1. requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received, or
2. results in a fracture of any bone (except simple fractures of fingers, toes, or nose), or
3. involves lacerations which cause severe hemorrhage, nerve, muscle, or tendon damage, or
4. involves injury to any internal organ, or
5. involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface or involves verified exposure to infectious substances or injurious radiation.

Standard - A basis for comparison, a reference point against which other things can be evaluated, a criterion that sets the measure for subsequent work, the ideal in terms of which something can be judged. Conforming to or constituting a standard of measurement or value or the usual or regularized or accepted kind.

Stakeholder - A person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

Threat and Error Management - The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired states occurring.

Violation - Intended or deliberate deviations from rules, regulations, or operating procedures. A person committing a violation fully intends their actions. Violations can be one of four different types:

1. routine – common violations promoted by an indifferent environment (“We do it this way all the time”).
2. optimizing – corner-cutting based on the path of least resistance (“I know a better way of doing this”).
3. exceptional or situational – one-off breaches of standards/regulations dictated by unusual circumstances that are not covered in procedures (“We can’t do this any other way”).
4. acts of sabotage – acts of harmful intent to life, property, or equipment.