

Operational Safety, Security & Quality



SMS Implementation

Segurança • Inteligência • Servir • Lowest-cost

Agenda



- ✓ Two different scenarios
- ✓ SMS implementation timeline
- ✓ SMS structure
- ✓ Risk Management
- ✓ Risk Map
- ✓ Main difficulties ...
- ✓ Challenges



Two different scenarios



Two Airlines
Low Cost Carrier X Legacy
≠ cultures

Silo Effect

Lack of documentation



SMS implementation process



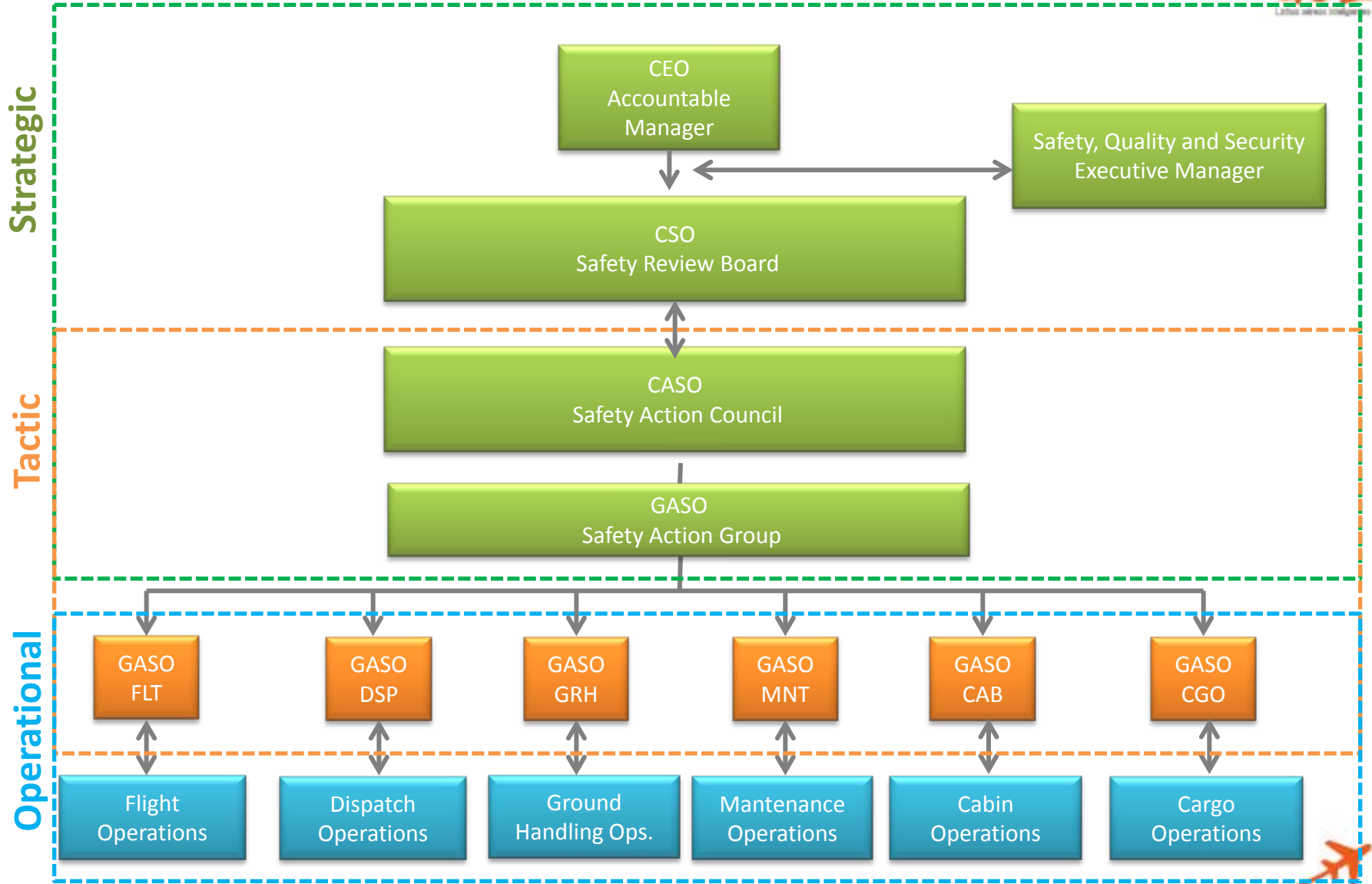
Timeline	Actions
2009	SMS Gap Analysis required by regulator
2011	First phase: manual & policies accepted by ANAC
2012	Second Phase: Risk Management - Reactive Method implemented
2013	Third phase: Risk Management - Reactive, Preventive & Predictive Methods implemented
2014	Fourth phase: Safety Performance Indicators - Implementation process completed

* IATA Workshop
SMSITP
SMS Internal Training
Program - 2013

- Permanent Task Force



SMS Structure



SMS Safety Policy & Objectives



- ✓ Safety is our first priority;
- ✓ Any event that affects Safety must be reported;
- ✓ Safety Culture must be disseminated throughout the organization;
- ✓ Achieving the highest Safety standards is our primary goal;



SMS Risk Management

Reactive Method	Preventive Method	Predictive Method
Safety Investigations	Safety Reports	Flight Data Monitoring and Analysis
Internal Safety and Quality audits	Internal Safety and Quality audits	
Safety Reports	Safety Surveys - FMAQ, MCAS	
Safety Inspections	LOSA	



This is the key function of SMS and involves:

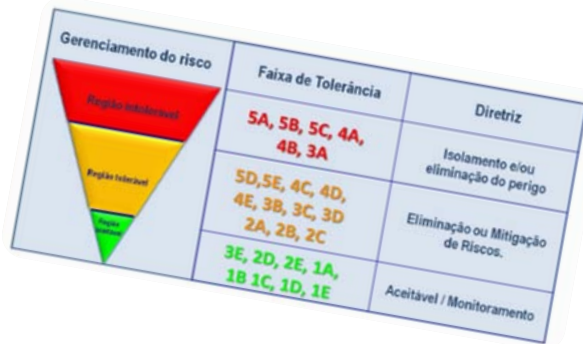
Safety assurance

- *Safety performance Indicators;*
- *Effectiveness of the SMS (Safety and Quality Audits and Inspections);*
- *Compliance with the appropriate regulations and standards (Quality Audits);*

Risk Map

PROBABILIDADE	SEVERIDADE				
	Catastrófico (A)	Perigoso (B)	Maior (C)	Menor (D)	Insignificante (E)
Frequente (5)	5A	5B	5C	5D	5E
Ocasional (4)	4A	4B	4C	4D	4E
Remoto (3)	3A	3B	3C	3D	3E
Improvável (2)	2A	2B	2C	2D	2E
Extremamente Improvável (1)	1A	1B	1C	1D	1E

1. Runway Excursion
2. Runway Collision
3. Hard Landing
4. Tail Strike
5. FOD
6. Mid-air collision
7. CFIT
8. Loss of control in flight
9. Bird Strike
10. Off airport landing / ditching
11. Despressurization
12. Fire / Smoke on board
13. Tail Tipping
14. Ground Damage
15. Fatigue
16. Material damage or injury in flight
17. Unlawful interference



SMS Safety Promotion



Safety Communication



Safety training and education



- Basic SMS training for new employees;
- SMS e-learning for flight crew members;
- SMS training for Senior Management;
- SMS seminars.



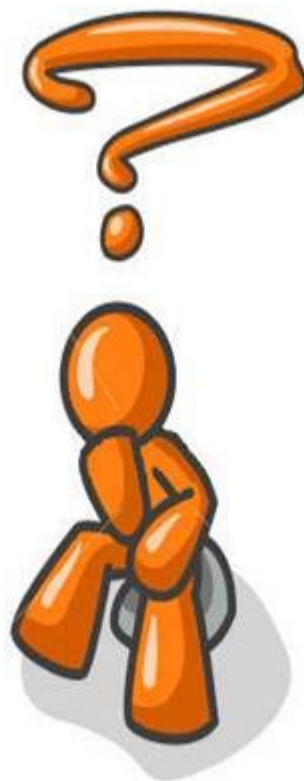
Main difficulties ...

- “Finish off” the silo effect;
- “Bureaucracy”:

some processes and too many documents...

Challenges

- Expand our communication structure: provide different channels with different public approaches in order to improve Safety Culture



The logo for GOL, featuring the word "GOL" in a stylized, white, cursive font. The letter "O" is partially overlaid by a blue, semi-transparent circular shape.

Linhas aéreas inteligentes