



NATA Safety 1st eToolkit

Welcome to the 21st issue of the NATA Safety 1st eToolkit, our monthly online safety newsletter, supporting the NATA Safety 1st Management System (SMS) for Ground.



This monthly newsletter will highlight known and emerging trends, environmental and geographical matters, as well as advances in operational efficiency and safety. Flight and ground safety have been enhanced and many accidents prevented because of shared experiences.

The NATA Safety 1st Management System for Ground is underway and many of the tools discussed in this and other eToolkits will be provided as a part of the program.

Editor's Note: Last week, we published the April issue of NATA's Safety 1st eToolkit. That issue contained an article on aircraft fueling clearly identified as having been provided to NATA by The Hiller Group, an independent fuel supplier. That article contained facts and opinions that some NATA member's dispute, and this information was not balanced by opposing views in the same issue of eToolkit. Consequently, we are reissuing the April issue of eToolkit without this article. In future issues, NATA Safety 1st will work to simultaneously present differing sides of controversial issues. As always, our intent is to promote consensus best practices as they relate to the safe operation of aircraft, and we will continue to do so. We regret any inconvenience or confusion this situation may have caused.

Taking the Guesswork out of Ground Safety

All too often, the safety function of an organization is relegated to individuals that, through no fault of their own, do not possess both the theoretical and practical technical knowledge required to properly perform their duties. And all too often, the organizations that establish these positions do not thoroughly understand exactly what duties and responsibilities are required to support safety; in the end, resulting in an ineffective safety function with little impact on the actual performance of the operation.

Since 2003, several aviation organizations have looked to find ways to eliminate ground damage. Estimated at over 5 billion dollars annually, NATA, recognizing the positive impact the Safety 1st training program has had on the industry, has taken the bold step to aggressively attack ground damage by introducing what is viewed amongst safety professionals as the cornerstone of any effective safety program – that is the safety management system.

A fundamental tenet of the Safety Management System is based on the fact that there will always be hazards and risks, so proactive management is needed to identify and control these threats to safety before they lead to accidents. Once this is understood and the elements of the SMS are integrated into your organization, then, and only then, do we separate the truly superior operations from those that have experienced luck.

In its purest form, the Safety Management System is a systematic, comprehensive process for the management of safety risks that integrates operations and technical systems with financial and human resource management, for all activities related to Fixed Base Operator (FBO) or Charter operations. The SMS is a data driven, business-like approach to safety management. In common with all other management systems, the SMS provides for goal setting, planning, and performance measurement. It concerns itself with organizational safety rather than strictly conventional health and safety at work concerns only. The SMS defines how it intends the management of ground safety to be conducted as an integral part of a company's business management activities.

The two other critical elements for an effective safety program are Standards and Training. Standards refer to the

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documented policies and procedures that define how an organization, and in the best sense, an industry, will conduct operations. The Training component speaks to how an organization trains its personnel to the known standard so that the training matches the actual performance on the line. For the training component, NATA's Safety 1st Professional Line Service Training (PLST) program effectively satisfies this requirement.

Every employee in every department contributes to the safety health of the organization. In some departments safety management activity will be more visible than in others, but the system must be integrated into "the way things are done" throughout the establishment. This will be achieved by the implementation and continuing support of a safety program based on a coherent policy, that leads to well designed procedures.

NATA's Safety 1st Management System program has been designed to take the guesswork out of implementing an effective safety program while enabling the integration of NATA's proven Safety 1st training program.

We've created the industry's best management tool for enhancing safety. It takes the guesswork out of operating safely and goes well beyond preventing accidents – by helping establish a strong safety culture at your company. If your company operates, handles, or services aircraft, the SMS will absolutely improve your bottom line performance.

Now, let's prove it to you

Of course, by eliminating accidents, incidents, and injuries, you'll be able to re-direct those dollars back to your bottom line.

Moreover, you'll enhance your reputation as customers see a more professional operation.

And fewer accidents mean:

- ▶ Fewer customer complaints;
- ▶ Higher employee morale and less time lost to staff injuries;
- ▶ Lower insurance premiums

NATA's Safety 1st Management System pulls it all together by creating safety standards; training to those standards; and using data from employees, customers, and the industry to identify, reduce, and better manage risk.

Look, there will always be hazards and risks in aviation. That's a fundamental truth. So proactive management is a must to identify and control these threats before they occur. How well you manage risk sets you apart from your competition--and attracts more customers. Also, by reducing accidents, the general public will have a better understanding

of just how safe our industry can be. But you have to take the first step.

Once the SMS is integrated into your company's culture, you will become a truly superior organization, operating on knowledge and logic--not just luck. Our multi-faceted proven approach includes:

- ▶ Setting achievable goals
- ▶ Organizational development and continuous training
- ▶ Planning and performance measurement strategies
- ▶ Incident and accident analysis and trending
- ▶ Improved communication
- ▶ Corrective action
- ▶ Continuous oversight
- ▶ Access to industry experts

With the SMS:

You will better understand the risks in your business so that you can continuously evaluate your operation for hazards

You will be exposed to the best practices of our industry, finding out what works and what didn't

A comprehensive SMS manual will guide you through the process so you can customize it to your organization;

You will have access to Webcasts, interactive multi-session education for developing your individualized program

You will receive the NATA Safety 1st eToolkit newsletter with helpful guidance and case studies on "lessons learned" and emerging trends

You will gain knowledge about root cause analysis of industry accidents and incidents – with recommended corrective action

You will gain access to recognized safety experts to help you 24/7.

Special Guidance for Military/Government Aircraft Fuel Taxes

Effective January 1, 2006, the Defense Energy Support Center (DESC) will be modifying contracts with FBOs to address recent tax changes. Prior to Jan. 1, U.S. and foreign military aircraft, as well as State and local government aircraft, had been categorized as noncommercial aviation fuel sales. DESC had advised FBOs to charge military and government operators \$.219 FET.

Recent IRS guidance (Notice 2005-80) confirms that only the FBO is entitled to refunds of noncommercial aviation fuel sales. The most recent DESC interpretation of the IRS guidance explains that FBOs may only charge the Leaking Underground Storage Tank (LUST) tax of \$.001/gallon when delivering fuel into U.S. or foreign military and State and local government aircraft. Therefore, the **FBO should apply for**



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ultimate vendor status, and apply for the federal excise tax (FET) refund of \$.243/gallon for these aircraft. The FBO will be guaranteed the \$.001/gallon LUST tax by DESC contracts.

Federal civilian agency aircraft should be charged \$.218/gallon. The FBO will be guaranteed the \$.001/gallon LUST tax by DESC contracts, and may apply for a \$.025 refund as a sale to noncommercial aviation.

FBOs selling fuel to these types of aircraft must use Certificate of Ultimate Purchaser of Kerosene for Use in Foreign Trade or Use (Other than By State or Local Government) in Noncommercial Aviation for military and federal civilian agency aviation. Certificate of Farming Use or State Use must be used for refund filing for National Guard and state and local government aircraft. The certificates are effective from Jan. 1, 2006, to December 31, 2006. The DESC will provide vendors with the required certificates.

The DESC empathized with the aviation industry regarding the additional burden of these tax changes. It also recognized the persistent actions from industry groups, including NATA, to seek relief from Congress. NATA continues to seek guidance from the IRS and assistance with this burdensome refund process from Congress.

Additional guidance is provided to NATA members at <http://www.nata.aero/about/JetFuelTaxHotButtonResource.jsp>

You Can't Just Buy Safety – You Have to Live it

The Need for Management's continued, unrelenting commitment to fostering a robust Safety Culture.

Las Vegas: Over the span of three days in March, aviation operators and support organizations came together to discuss the state of the industry and all issues in between. Notably focused on the agenda was NATA's Safety 1st Management System for Ground and Air Charter. At this year's session, FAA and TSA senior leadership were prominent participants in many of the main sessions and committee meetings.

The message – FAA supports NATA's SMS and is producing an Advisory Circular (AC) outlining its acceptance of common SMS elements. . A clear win for the industry! NATA's efforts will be "out in front," providing membership with proven tools to change safety culture and performance.. One of the major highlights came via Jim Ballough, ASD-1 of FAA committing¹ to provide NATA SMS with sanitized aircraft specific event data to provide operators and support organizations with aircraft specific failure, incident and accident data roll ups.

NATA's Safety 1st Management System hosted a session addressing the successes and challenges with SMS implementation, and discussed how incidents and accidents

are preventable though the full implementation of either the Ground or Air Charter SMS initiatives. The highlight was hearing from Dawn Letellier, Safety Coordinator for Business Aviation Services (Sioux Falls, ID) on its successful implementation of the SMS. Most notable was Ms. Letellier's insight on the continued role of senior management's support, or what she described as key to Business Aviation Service's success.

¹ Air Charter Committee – Harris Hooper of the FAA agreeing to the request by Lou Sorrentino (NATA Program Technical Consultant) to provide NATA Safety 1st with the data for publication in NATA's SMS eToolkit and eFLitebag.

The point was driven home by Lou Sorrentino and Greg Feith (Former NTSB IIC) addressing the role of senior management in an organization's safety performance. The clear message was that senior management must play a continuous safety role in SMS development. It was pointed out that businesses could not just purchase a safety program and assume its effectiveness. Rather, senior leadership must be just that, leaders who grasp the importance of the SMS subject matter, and then direct, delegate, nurture and support the SMS implementation and continued progress. Anything less, and the people assigned to implement the SMS program across all departments may experience challenges that will test the resolve of the organization's ability to improve safety performance.

The Safety 1st Management System remains the single most cost effective tool to enhance quality and safety awareness across all departments. Enhanced awareness translates to enhanced safety performance. By supporting the SMS program, businesses will experience fewer incidents and accidents – exactly what senior leadership is searching for.

NATA Safety 1st Operation Standards – Ramp Communication DVD Training Aide

Safety 1st unveils its first DVD in the NATA Safety 1st Management System series of DVD training aides. The Operation Standards – Ramp Communication Module 1 DVD, was developed to educate both pilots and ground support personnel on the complexities of each other's jobs while establishing the core components of the professional ramp. The professional ramp is comprised of professional line service technicians who are trained to practice clear, concise hand signals, accurate radio communication, utilize personal protective equipment (PPE), appropriate ramp tools (chocks, cones, day/night wands, etc) and understand the complexities of both pilots and passengers' needs. The new DVD will be available late May from NATA Safety 1st. Look for additional announcements in upcoming eToolkit and eFLitebag issues and on NATA's Safety 1st Web Site.



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CONTINUING EDUCATION

Online Training Links

Back Safety:

<http://www.free-training.com/osha/back/backmenu.htm>

<http://www.pp.okstate.edu/ehs/modules3/back/A0-Back.htm>

Bloodborne Pathogens:

<http://www.pp.okstate.edu/ehs/MODULES/bbp/Intro.htm>

Fire Extinguisher Training:

<http://www.pp.okstate.edu/ehs/MODULES/Exting/intro.HTM>

Forklift Safety & Operation:

<http://www.free-training.com/osha/forklift/forkmenu.htm>

Hazard Communication:

<http://www.osha.gov/SLTC/hazardcommunications/index.html>

<http://www.free-training.com/osha/hazcom/hazmenu.htm>

Hazardous Material Transportation:

<http://www.pp.okstate.edu/ehs/MODULES2/DOT/dot-a.HTM>

Material Safety Data Sheets:

<http://www.pp.okstate.edu/ehs/MODULES/msds.htm>

Personal Protection Equipment:

<http://www.free-training.com/osha/ppe/Ppemenu.htm>

Other Training Links:

ABC Safety Training:

<http://www.abc-safety-training.com/>

BLR Safety:

<http://safety.blr.com/topic.cfm/topic/274/state/155?source=MKD&effort=770>

National Safety Council:

<http://www.nsc.org/train/>

OSHA eTools and Electronic Products for Compliance Assistance:

<http://www.osha-slc.gov/dts/osta/oshasoft/>

OSHA Campus:

<http://www.oshacampus.com/>

PureSafety:

http://www.puresafety.com/public/library_lists.asp

Safety Compliance Management:

<http://www.scm-safety.com/>

Safety Lesson Plans:

<http://www.safetylessonplans.com/LessonDescriptions.htm>

The Training Network:

<http://www.safetytrainingnetwork.com/>

General Education Offerings

LSST Seminar ---

2006 Schedule At a Glance

May 17 & 18

Seminar: New England Air Museum/
Hotel: Fairfield Inn by Marriott

June 12 & 13

Hotel & Seminar: Sanibel Harbour Resort

September 13 & 14

Seminar: Air Services Museum / Hotel: Academy Hotel

November 29 & 30

Hotel & Seminar: Marriott Riverwalk

Additional Details & Registration Online:

<http://www.nata.aero/events/index.jsp>

Do you have a great online training site you frequent? Please share them with us by email Safety1st@nata.aero. Thank you for sharing with our readers!

SH&E

The NATA **Safety 1st eToolkit** is brought to you by NATA **Safety 1st** SMS and SH&E. SH&E is the leading expert in safety and operational integrity evaluations and safety management consulting. SH&E has developed a proprietary evaluation methodology, called Safety Architecture, which is unique within the industry as it focuses on systemic surveillance and process evaluation. This is a systems and controls look at how an operator manages those technical functions that support aviation operations.

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Order Form

NATA Safety 1st® Management System (SMS) for Ground



4226 King Street
Alexandria, VA 22302
(703) 845-9000
Fax: (703) 845-0396

Yes, we want to sign up for the NATA SMS for Ground! We understand the following will be included in the price of our participation in the SMS:

- ▶ SMS Guide
- ▶ SMS Webcast Tutorials
- ▶ SMS Consultation by Telephone or email
- ▶ SMS Secure, Online Event Reporting Form
- ▶ SMS Monthly Online Newsletter
- ▶ SMS Root Cause Analysis

Contact Information (please print legibly)

CEO/Owner _____ Email _____

Safety Coordinator _____ Email _____

Company _____

Street Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Pricing

The prices below reflect the total number of employees at your facility. This number should include all you FBO locations. Please note that we will correspond with one Safety Coordinator per company and will require additional company information once established in the program. Please check appropriate box below.

- \$600 for NATA Safety 1st participants / NATA Members with 0-50 employees
- \$1,200 for NATA Safety 1st participants / NATA Members with 51-150 employees
- \$1,800 for NATA Safety 1st participants / NATA Members with more than 150 employees

Payment

Check enclosed (Please make payable to Aviation Training Institute, LLC.)

Please charge my MasterCard Visa American Express

Credit card number _____ Expiration _____

Signature _____ Name on card _____

Fax to (703) 845-8176 or mail to NATA Safety 1st® SMS, 4226 King Street, Alexandria, VA 22302

Agreement

I understand as CEO/Manager of this facility, Safety is our #1 priority. As such, the authority and responsibility to implement this program is placed with me. I will provide the resources necessary to ensure the safety of our customers, their equipment, our employees and the environment in our daily operations

Signed this date _____ CEO/Owner Signature _____