



OFFICIAL

# Safety Policy



We are committed to providing the highest reasonable standard of safety for all the services that we provide and a safe and healthy working environment for workers and visitors. All workers are responsible for both operational and work health and safety, and all leaders are accountable for safety performance in their areas of responsibility.



## Our Commitments

### Safe Always

We regard safety of our skies and people as our most important consideration and communicate safety expectations, accountabilities and responsibilities so they can be met by all Airservices workers.

### Improving safety performance

Operating under a Safety by Design approach, we plan and implement measures to continuously improve our safety performance to compensate for increasing operational demands and an evolving operating environment.

### Supporting safety performance

Applying Safe Design practices and using a human centred approach, we develop our people, processes, and technology as holistic systems that optimise human performance, support effective decision making, are error tolerant and resistant, and meet applicable system safety standards.

### Facilitating understanding

We learn from success and failure, and promote active sharing of information and risk intelligence to continually improve our ability to identify and control risk.

### Assuring safety performance

We provide assurance that processes and risk controls are operating to maximise safety performance, are in compliance with our obligations and recognise best practice, and are subject to continuous improvement.

### Fostering safety culture

We foster an organisational safety culture that is:

- just; distinguishing between faults, failures and human errors, which are normal components of our systems and inappropriate risk taking, which is not tolerated
- encouraging of the reporting of safety issues
- informed about our hazards and risks
- able to learn from and change based on safety indicators, assessment and analysis
- adaptable to changing demands.

### Ensuring capability and capacity

We ensure our people understand the risks they manage and are capable of effectively managing the threats that they face, we facilitate working conditions that enable our people to have the physical and mental capability to perform their jobs in a safe manner, and we provide the resources necessary for the continuing implementation of this policy.

Chief Executive Officer