

# SMS FAQ'S



## **What is SMS?**

A safety management system is a set of processes and procedures intended to improve the level of aviation safety at the airport. SMS encourages everyone to report hazards, incidents and accidents. Every report is analyzed to identify causes and correct them so they don't happen again.

## **Why SMS?**

Canada has an excellent aviation safety record. In an effort to continuously improve our safety record, we, as an aviation industry, have to look deeper into how we identify hazards and manage risks. SMS is an additional layer of rules that help save lives.

## **Who is in charge of SMS?**

Giovanna Verrilli, the CEO of the Greater Sudbury Airport is our Accountable Executive. She is ultimately responsible for SMS.

Allie Parent, Coordinator of Airport Operations and Phil Rocca, Director of Airport Operations work together to run the program and ensure that the Airport's SMS is working.

## **When should I report a safety concern?**

Always. Any time you identify something that doesn't seem right, report it. If you see a hazard, report it. If you witness an incident or accident, report it. If you have a suggestion for an improvement, report it.



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## **Where does it apply?**

The purpose of SMS is to improve aviation safety. You can always report anything on the airport that could pose a hazard, or a safety concern. When in doubt, report.

## **Will I get a response and how soon?**

You will get a response within 5 business days. Typically you will get a notification the day you submit a report to acknowledge we received it.

## **How do I know it's been actioned?**

Once we have looked into your concern, and have addressed any deficiencies or made an suggested improvements, you will receive an email sharing with you what we have done.

## **Is it punitive?**

No. The SMS is non-punitive. We have a Non-punitive Reporting Policy. The policy says "An employee who reports an aviation safety issue, violation, hazardous condition, error or near miss, or makes suggestions that seek to improve aviation safety, internal protocols, procedures or policy, will not be subject to disciplinary action except in cases involving unlawful acts, gross negligence, or willful violations where the employee is deemed responsible for those acts and/or violations."



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## **Where do I submit a report?**

Reports are submitted through the VORTEX Portal at <https://ysbairport.siraza.net/portal>. Select “Submit Safety Concern”. Fill in all of the required information on the form and then click on the send button.

## **Is there a person I can talk to about SMS?**

Yes. Allie Parent, Coordinator of Airport Operations is the person to call or email with any comments or questions. She can be reached at ext 251 or [allie.parent@flysudbury.ca](mailto:allie.parent@flysudbury.ca).

## **Is my concern valid?**

Absolutely. If something seems incorrect or you see a hazard please report it.

## **What happens when I submit a safety concern?**

Your concern is reviewed, categorized and assigned. Investigators analyze aviation safety concerns to identify root causes. They implement corrective actions and verify that the solutions worked. Once all of this is done, you will receive a follow up email outlining the actions that were taken.

## **What is required to be reported?**

At the Airport it is mandatory for personnel to report all accidents, incidents or other occurrences in VORTEX either as an Incident or a Safety Concern.

Airport workers or other airport users may report incidents, accidents or other occurrences