

SYD

**Safety
Management
System
Standard**



Introduction	02	CEO message Purpose
Scope and context	03	Organisational context Legal context Applicability
System structure	04	SMS Standard elements SMS model
Elements	05	Element 1: Commitment
	06	Element 2: Strategic Planning and Objectives
	07	Element 3: Consultation and Communication
	08	Element 4: Risk Management
	10	Element 5: Contractor Management
	11	Element 6: Health and Wellbeing
	12	Element 7: Safety Events, Emergencies, and Investigations
	14	Element 8: Learning and Development
	15	Element 9: Information Management
	16	Element 10: Review and Continuous Improvement
Appendix	17	Definitions

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CEO message

The safety and wellbeing of our people and passengers is critical.

To be leaders in safety, we need to create an environment where we learn, continually improve and innovate.

Our approach to safety and wellbeing is risk-based and practical and reflects the challenges and opportunities we face across the precinct.

The Safety Management System Standard (SMS Standard) is our foundation that sets out our minimum requirements and expectations for aviation safety and people health and safety.

But it's not enough to simply set a standard. It must also be met. Our strong health and safety culture relies on every single individual taking a responsibility to demonstrate our shared values, so that everyone at Sydney Airport goes home safe and well every day.



Scott Charlton

Chief Executive Officer

Purpose

Sydney Airport (SYD) has an ethical responsibility and legal duty to establish suitable arrangements to manage aviation safety and work health and safety. This is achieved by implementing a safety management system (SMS). The term 'health and safety' from this point forward and throughout the SMS refers to both aviation safety and work health and safety.

A SMS provides the basis for the development and maintenance of a coordinated set of activities to facilitate SYD's compliance to its obligations and demonstrate its commitment to effectively manage health and safety risks.

The Safety Management System Standard (SMS Standard) is a document that forms part of our health and safety system and is aligned with other key internal policies and frameworks. It serves as an overarching governance document to:

- deliver the objectives set out in the Safety & Wellbeing Policy
- establish how we maintain a healthy and safe workplace
- outline the minimum health and safety standards that must be adopted
- set the foundation for a strong health and safety culture and continuous improvement
- address our obligations under Civil Aviation and Work Health and Safety (WHS) laws

The SMS Standard is supported by SMS Element Frameworks that describe how set requirements are systematically addressed and achieved at Sydney Airport. The SMS Standard and the SMS Element Frameworks interface with key documents and information within and outside the SMS.

Organisational context

Sydney Airport operates within a complex corporate, aviation, construction, commercial, and facility management environment with multiple stakeholders and significant interactions with the public.

Understanding the operational context and its associated risks is critical to the development and application of an effective health and safety management system.

OUR PURPOSE

A leading global airport connecting Australia

OUR VALUES

- **Keep each other safe & well:** we are all safety leaders and act inclusively and treat people with respect
- **Always do the right thing:** We act with integrity, collaborate and have courageous conversations
- **Do what you say:** we take accountability, commit with clarity and always deliver
- **Deliver for our passengers:** we provide an exceptional service and experience for our passengers
- **Focus on tomorrow & today:** we drive sustainable performance and promote curiosity, challenge the status quo and continuously innovate

OUR ACTIVITIES

- Provide a safe and secure airport precinct for people and aircraft
- Build and maintain our infrastructure to meet future needs
- Grow business opportunities and services we can offer on and off airport
- Manage tenants
- Administer security access and airside driving licences, and manage compliance
- Maintain an environmentally and sustainably responsible airport
- Work in partnership with our airport partners, industry stakeholders, government agencies, and local community

Legal context

SYD must demonstrate compliance with applicable Aviation and WHS laws:

- Civil Aviation Safety Act 1988 and Civil Aviation Safety Regulation 1998
- Work Health and Safety Act (NSW) 2011 and Regulation (NSW) 2017

Exemption and variation: This SMS Standard can be overridden or varied in circumstances where legal advice is being obtained and or legal proceedings are anticipated.

Applicability

The SMS Standard applies to persons undertaking work with or for Sydney Airport, including our people (employees, in-house consultants, and volunteers) and airport partners (including contractors, sub-contractors, service providers, visitors, and organisations we interface with at Sydney Airport).

In circumstances where airport partners cannot fully comply with the SMS Standard, they can contact the SYD Safety team at safety@syd.com.au to request advice on a case-by-case basis.

SMS Standard elements

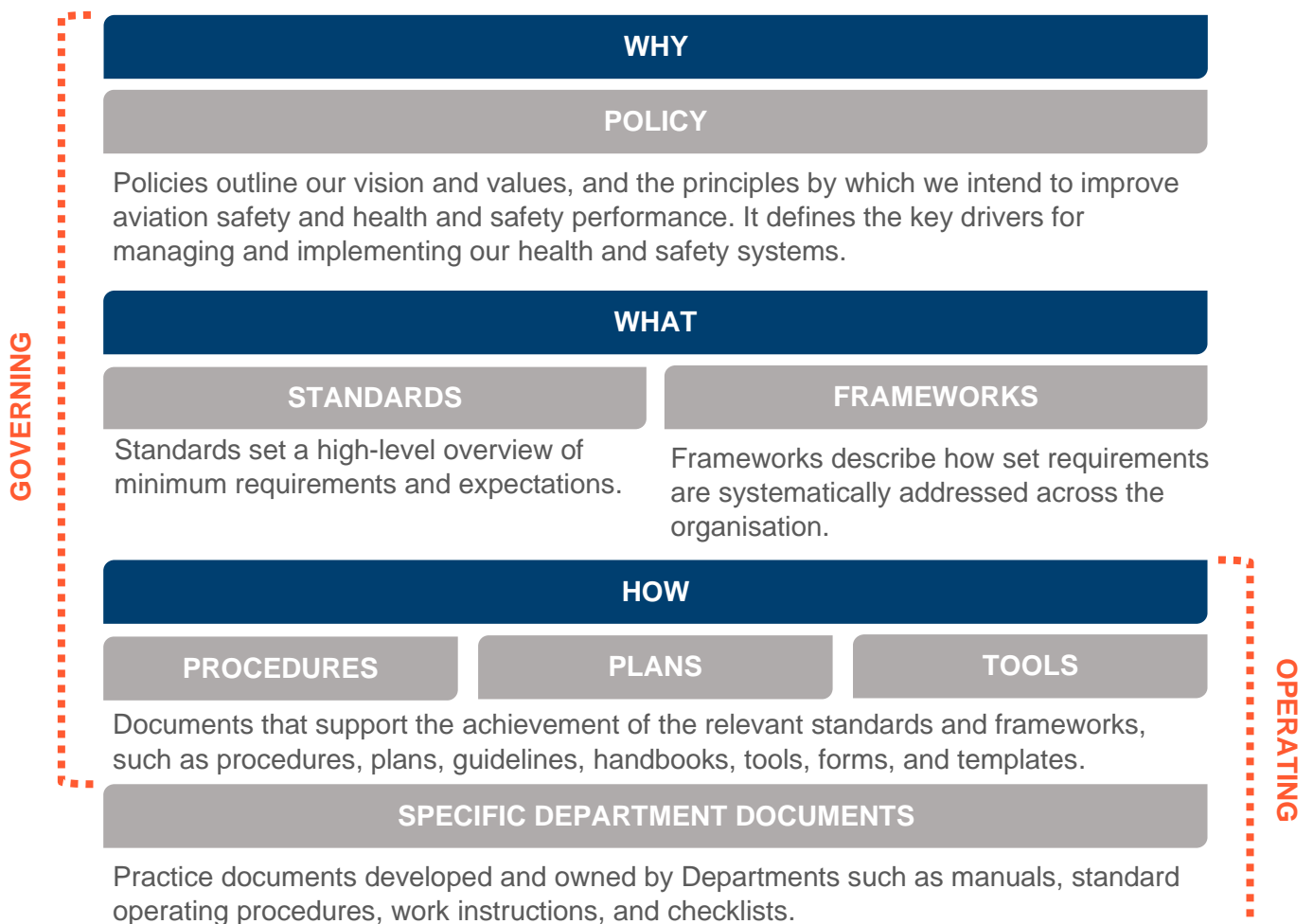
To achieve continual improvement, the SMS Standard consists of 10 elements that have been developed to be consistent with the requirements of:

- Civil Aviation Safety Regulations 1998 Part 139
- Part 139 Manual of Standards – Aerodromes (Chapter 25 Safety Management Systems)
- ISO AS/NZS 45001:2018 Occupational health and safety management systems standard
- ISO AS/NZS 31000:2018 Risk management
- Codes of Practice, International and Australian Standards, and regulator published guides



SMS model

This hierarchical model describes the type of documents that form part of our health and safety systems.





Element 1

Commitment

SYD

Purpose: Our people and airport partners understand their health and safety accountabilities and obligations, and demonstrate their personal commitment to drive continuous improvement

1.1 Commitment and leadership

- Set a clear Safety & Wellbeing Policy that aligns with the purpose and context of Sydney Airport and is accessible and communicated to our people and airport partners
- Define who our regulatory key personnel are and outline their accountabilities and functions
- People leaders must demonstrate commitment to health and safety performance and show visible leadership in health and safety processes in the areas under their direction to:
 - contribute towards the Safety and Wellbeing Strategy delivery, success and drive improvement
 - promote a health and safety culture based on the Just Culture principles
 - foster a psychologically safe environment
 - keep up to date knowledge of health and safety matters
 - perform and promote health, safety and wellbeing engagements
 - facilitate effective consultation with their team on health and safety matters, and including health and safety as a regular item on meeting agendas
 - provide adequate processes and resources (people, finance, time) for effective health and safety risk management
 - enable channels for the provision of health and safety information, instruction, training, and supervision
 - escalate health and safety issues and safety events, and respond in a timely manner in accordance with our consultation framework
 - participate and welcome health and safety investigations and performance reviews
 - participate in risk processes, manage risk registers, and confirm the resolution and appropriate management of health and safety risks
 - manage the implementation of, and compliance with health and safety laws, the SMS Standard and related health and safety documents, processes, and procedures
 - undertake assurance and verification activities into the effectiveness of critical controls, health and safety risk management, health and safety reporting, and compliance with health and safety laws

1.2 Managing health and safety behaviours

- People leaders are accountable in the areas under their direction to:
 - include relevant health and safety functions and accountabilities in position descriptions
 - review people's safety performance as part of the SYD performance review process
 - recognise people for positive health and safety initiatives and celebrate achievements
 - practice and promote people to speak up on health and safety and report all safety events (includes incidents, hazards, risks, and near misses)
 - educate our people on their authority and obligation to intervene on any unsafe acts and conditions involving our people, and where applicable our airport partners, or the public
 - communicate and verify critical controls to manage identified critical risks
 - define and communicate the Safety and Wellbeing Vision and Expectations to our people, and where applicable, to our airport partners
 - monitor performance indicators that support systemic improvement in health and safety
 - establish and maintain health and safety enforcement programs



Element 2 Strategic Planning and Objectives

SYD

Purpose: Health and safety objectives and targets are established as part of the planning process, and action plans are implemented and maintained to achieve objectives and drive continuous improvement

2.1 Strategic planning to achieve objectives

- Establish a Safety and Wellbeing Strategy that documents health and safety objectives and targets to demonstrate how the Safety and Wellbeing Policy is implemented throughout the organisation
- Establish and maintain the Safety and Wellbeing Roadmap and Wellbeing Plan to deliver programs, projects, and initiatives to achieve the strategic objectives of the Safety and Wellbeing Strategy
- Monitor and communicate progress against objectives in accordance with our consultation framework

2.2 Performance indicators

- Establish leading and lagging Safety Performance Indicators (SPIs)
- Set SMART (specific, measurable, attainable, relevant and time-bound) SPIs to measure progress towards meeting targets and realising health and safety objectives
- Regularly review SPIs to measure and report on the performance of the SMS in achieving its goals, objectives, and targets
- Establish and maintain health and safety performance reporting that:
 - aligns with, and adds value to, health and safety planning
 - enables benchmarking of performance
 - recognises and adapts with industry practice
 - assists to monitor performance





Element 3 Consultation and Communication

SYD

Purpose: Consultation, cooperation, and coordination (CCC) arrangements are established to effectively identify and communicate shared health and safety risks, escalate safety matters, and facilitate the sharing of knowledge and experience, with our people and airport partners

3.1 Consultation, cooperation and coordination

- Consult with our people and where applicable with our airport partners on health and safety matters:
 - when identifying health and safety hazards and assessing associated risks and making decisions about ways to eliminate or minimise those risks
 - when making decisions about the adequacy of facilities for welfare purposes and when making decisions about procedures for consultation
- Work groups are established, and representatives are elected to represent their work group on health and safety matters
- Issue resolution procedures are communicated to our people and made easily accessible
- Where applicable, consult, cooperate and coordinate activities with our airport partners (such as contractors, airlines, and tenants) to establish shared consultation arrangements and manage shared and interface risks
- Maintain a consultation framework to promote flow of information between all levels of the organisation that is a two-way process, and provides an appropriate structure to discuss health and safety matters, review safety performance and escalate safety issues

3.2 Communication and promotion

- Provide relevant, engaging, and timely health and safety information to those who require the information, including both our people and airport partners
- Share information from successes and lessons learnt following safety investigation outcomes
- Work groups have noticeboards that are accessible and display information as required under WHS laws
- Actively promote the SMS, its application, and the benefits of embracing the system
- Use the most appropriate communication channel for the intended audience





Element 4 Risk Management

SYD

Purpose: Health and safety hazards are identified, and associated risks managed by elimination so far as is reasonably practicable, and if it is not reasonably practicable, to minimise so far as is reasonably practicable

4.1 Identifying and reporting hazards

- Identify reasonably foreseeable health and safety hazards before they cause harm to people, aircraft, assets, infrastructure, and reputation by:
 - encouraging our people, and where applicable our airport partners, to identify and report health and safety hazards
 - implementing hazard identification programs at team level (inspections and reviews)
 - analysing data from internal and external sources to identify trends and hazards
 - keeping informed with government and industry knowledge to identify emerging hazards
- Identify health and safety hazards arising from activities – including business-as-usual operations, aerodrome works, projects and programs, organised events, organisational changes, or changes to assets and infrastructure – throughout the lifecycle phases
- Identify health and safety hazards associated with the provision or procurement of goods and services
- Identify health and safety hazards that cover those to whom we owe a duty of care, for activities we can control or have some influence over
- Implement systems that are accessible and user-friendly to encourage reporting, and that provide feedback to the reporter
- Involve relevant employees, worker representatives, subject matter experts, managers, and airport partners in the identification of hazards

4.2 Assessing and managing risks

- Always aim to eliminate the health and safety risk. Where elimination is not reasonably practicable, apply the hierarchy of controls to minimise the risk so far as is reasonably practicable
- Involve relevant employees, worker representatives, subject matter experts, managers, and airport partners in health and safety risk management processes
- Mitigate health and safety risks through the design process by considering the procurement, construction, operation, maintenance, and demolition/disposal phases
- Implement appropriate control measures to manage health and safety risks throughout the lifecycle phases of operations and activities
- Implement Critical Risk Program that identifies our critical risks and critical controls that establish performance criteria
- Incorporate human factors principles in the assessment and treatment of health and safety risk
- Apply risk management to work practices using safe work documents, such as a Job Safety Analysis, to manage health and safety hazards and risks
- Confirm Safe Work Method Statements (SWMS) are developed, shared, carried out and reviewed for all high risk construction work, and incorporate minimum performance requirements set under the Construction and Maintenance Safety Standards
- Record, review and monitor risks and controls, and associated actions for close-out
- Record, review and monitor critical risks and critical controls, and associated actions for close-out

- Establish effective risk management processes for:
 - fixtures, fittings, and plant at the workplace
 - the design, manufacture, supply and importation of plant, substances, and structures
 - the installation, construction, and commissioning of plant and structures

4.3 Managing change

- Establish processes to identify and effectively manage changes arising from new, or changes to existing activities, risks, processes, systems, services, assets, legal and other requirements
- Identify and manage health and safety risk throughout the stages of the change
- Integrate human factors principles to identify, assess and treat potential health and safety risks
- Apply project management methodology when implementing a large and complex change
- Develop a safety case, as required by aviation laws, for changes that may affect aerodrome safety and be subject to potential non-compliance
- Consult with impacted stakeholders throughout the stages of the change and confirm relevant training is undertaken or timely information is communicated prior to a change introduced
- Conduct post-implementation reviews, as required, to:
 - evaluate the effectiveness of the implementation plan
 - identify health and safety risks that are introduced or altered since implementing the change
 - identify lessons learnt from both successes and failures





Element 5 Contractor Management

SYD

Purpose: Health and safety hazards associated with contracted and supply activities, and purchased goods and services, are identified and risks managed throughout the whole lifecycle

5.1 Managing contractors and service providers

- Establish and maintain a list of pre-qualified competent and experienced contractors and service providers to minimise risk exposure, and periodically review against health and safety performance data and industry best-practices
- Implement and maintain minimum requirements for contractors and service providers to meet during the tendering process
- Establish and maintain health and safety pre-works requirements for contractors and service providers depending on the type and extent of works:
 - confirm policies, procedures, training, and systems meet SYD requirements
 - review relevant documentation such as site-specific safety management plan, traffic management plan, project and site-specific risk assessments, and safe work method statements
 - identify Method of Works Plan requirements
 - identify Drug and Alcohol Management Plan requirements
 - identify site-specific inductions requirements
- Where applicable, confirm SYD health and safety requirements are incorporated into airport partner and service provider health and safety systems prior to commencement of works
- Establish and implement an assurance program (inspections and audits) for contractors and service providers to verify activities under their health and safety systems are carried out as stated

5.2 Purchasing

- Establish and maintain a list of pre-qualified suppliers to minimise risk exposure
- Identify and manage health and safety hazards and risks associated with the provision of goods and services throughout the product lifecycle or contract by:
 - establishing effective risk management processes for the design, manufacture, supply and importation of plant, substances, and structures
 - conducting purchasing risk assessments, where applicable, to develop WHS specifications that incorporate laws, standards, and industry requirements
 - confirming the WHS Purchasing Checklist is completed prior to purchase of goods
 - confirming procured plant and substances have risk assessments and manufacturer manuals to identify work practices and risk controls relevant to its safe use
 - consulting with worker representatives, airport partners, and operators of plant and substances in risk assessments, and confirm appropriate training in its safe use
 - establishing effective risk management processes for the installation, construction, and commissioning of plant and structures
 - confirming new plant and substances are registered for ongoing testing, inspection, maintenance, and assessment purposes in accordance with laws and manufacturer specifications



Element 6 Health and Wellbeing

SYD

Purpose: Processes and programs are in place to protect our people, our airport partners, and the public from health and safety risks associated with our activities, and promote continued health and wellbeing

6.1 Fitness for work

- Encourage and empower our people to make informed choices at work and at home to achieve and maintain optimal levels of health and wellbeing, fitness, and safety
- Confirm potential employees are aware of the physical and mental requirements of the position they are applying for and that they are considered fit to safely undertake the position they are appointed to. Pre-placement and periodic medical assessments are considered where applicable
- Encourage immediate reporting of:
 - injuries and early intervention in injury management in line with NSW laws
 - circumstances in which our people, or where applicable our airport partners, are not fit to perform their duties
- Provide suitable Recover at Work Plans for injured and ill employees based on medical evidence and best practice workplace-based rehabilitation, with managers taking an active role in identifying suitable duties for their people and supporting them to maximum recovery
- Offer support and Recover at Work Plans for our people with non-work-related injuries and illness whenever reasonably practicable
- Implement and maintain the Drug and Alcohol Management Plan in accordance with regulatory requirements
- Implement and maintain fatigue management to identify and manage fatigue risks for our people, and where applicable our airport partners
- Implement and maintain effective processes for management of psychological risks in the workplace including violence and aggression as part of our Critical Risk Program.

6.2 Health and wellbeing

- Incorporate health and wellbeing in the Safety and Wellbeing Strategy with a focus on both mental and physical health, that is evidence based, consultative, and identifies measurable outcomes
- Provide and promote information, resources, and training material to increase awareness around psychosocial risks and mental health and foster a psychologically safe culture of inclusion and acceptance
- Promote the Employee Assistance Program and support critical incident debriefing protocols
- Regularly review first aid requirements for our workers and the public in response to changes in organisational and environmental context
- Implement strategies to monitor the risk to the health of workers that are consistent with exposure risks, relevant laws, and industrial instruments
- Conduct health and hygiene assessments of workplaces and public areas and implement appropriate controls in response to the assessments
- Provide and maintain a healthy and safe environment with adequate facilities for our people, and where applicable, our airport partners and the public by providing:
 - our people with knowledge to maintain a safe environment when working flexibly
 - facilities that consider the diversity and cultural needs of the public
- Implement and promote flexible working arrangements for our people irrespective of title, team, or tenure to maintain a positive work/life balance



Element 7

Safety Events, Emergencies, & Investigations

SYD

Purpose: Safety events (includes aviation safety and work health and safety) are reported, managed, and investigated; and corrective actions identified and implemented. Plans are in place to prepare, effectively respond to, and recover from emergencies

7.1 Reporting and escalating safety events

- Confirm our people, and where applicable our airport partners, are treated fairly and consistently based on Just Culture principles, when reporting safety events (including hazards, near misses, and incidents)
- Implement and maintain processes to confirm:
 - safety events are reported as soon as practicable following the event, and no later than 24 hours of the event happening
 - our airport partners, where applicable, report safety events to SYD
 - serious Aviation and WHS events are internally escalated for appropriate management
 - timely reporting of reportable events under Aviation and WHS laws
- Implement and maintain a system that is accessible and user-friendly to encourage reporting, and provide feedback to the reporter
- Use the Risk Management Guide to classify events by their actual and potential consequence
- Promote the Whistleblower Policy

7.2 Managing emergencies

- Identify potential emergency situations using a risk based, all hazards, all airport partners approach
- Establish, implement, and maintain processes needed to prepare for, respond to, and recover from potential emergency situations that are consistent with Aviation and WHS laws by:
 - regularly testing and revising the planned response
 - providing information, instruction and training to personnel involved in the planned response
 - communicating, consulting and coordinating relevant information to internal and external stakeholders
- Implement and maintain plans to provide timely, measured, and coordinated responses to a range of incidents and emergencies for any person or organisation that works, leases, manages, or undertakes business at the airport precinct
- Support our people, and where applicable our airport partners who have been exposed to, responded to, or otherwise had any involvement in a critical incident by conducting debriefs and encouraging the use of support services
- Identify critical business functions and their dependencies, and implement plans that support operational disruptions and recovery

7.3 Investigating safety events

- Investigate safety events to uncover underlying causes and system deficiencies which, when corrected, can eliminate, or reduce safety risks
- Confirm investigations, at a minimum, meet required outcomes of health and safety laws
- Confirm the people carrying out investigations have appropriate competence for the task – that is relevant skills, knowledge, and experience
- Incorporate human factors principles in the investigation process
- Use the hierarchy of controls when determining corrective actions, always aiming to eliminate the contributing factor, cause, or hazard first
- Involve workers, worker representatives and other potentially affected parties in the investigation process and identification of corrective actions
- Confirm corrective actions are assessed for the introduction of new health and safety hazards and risks
- Confirm applicable lessons learnt are shared with relevant internal and external stakeholders, and fed back into the SMS and future business practices





Element 8 Learning and Development

SYD

Purpose: Our people and airport partners possess and maintain the necessary knowledge and skills to carry out their work responsibilities safely and competently

8.1 Safety training requirements

- Implement and periodically review training needs analysis for roles to identify initial and recurrent training needs that can affect health and safety performance, including:
 - general and site-specific inductions
 - mandatory training requirements, and other desirable training requirements
 - skills, competencies and qualifications, certificates, and licences
 - review of specific information, instructions, and operating procedures
- Deliver training to our people, and where applicable our airport partners, on how to identify and report safety events (hazards, near misses and incidents), and how to control risks by effectively applying the hierarchy of controls
- Confirm our contractors working on the airport precinct complete the online General Contractor Induction prior to commencing work
- Implement and maintain programs to provide our people, and where applicable our airport partners, with the relevant information, instruction, training and education for the requirements to perform their role in a safe manner
- Periodically review health and safety training content for accuracy, following safety events, material changes to processes, and changes to industry or laws
- Regularly review delivery methods to reflect new techniques and align with good industry practices
- Evaluate training programs for effectiveness and educational value

8.2 Managing competencies

- Incorporate health and safety objectives for our people, and where applicable our airport partners, as part of the performance review process
- Confirm our people, and where applicable our airport partners, complete competency-based training or have appropriate licences/qualification prior to carrying out high risk work
- Using a risk-based approach, processes are in place to check our people, and where applicable our airport partners are competent to undertake activities
- Provide a system to maintain, retain, and monitor licences, qualifications, competency, and training records for our people and, where applicable, our contractors.



Element 9 Information Management

SYD

Purpose: Information is kept up to date with internal and external requirements, is fit for purpose, and is accessible to our people and where applicable our airport partners

9.1 Legal and other requirements

- Identify relevant health and safety legal requirements for activities undertaken by SYD by:
 - implementing and monitoring arrangements to monitor changes to applicable laws and other requirements
 - communicating applicable changes to impacted stakeholders
 - implementing and maintaining an assurance program to periodically assess legal compliance
- Implement and maintain health and safety legal compliance registers
- Identify and implement, where possible, good practice in health and safety standards

9.2 Documentation and records

- Implement and maintain current processes for controlling SMS related documents over the lifecycle:
 - documents are legible, dated (version), readily identifiable, and structured
 - documents are readily located and are available at points of use
 - documents are readily associated with the relevant process or activity
 - periodically review and revise documents as per legal or other requirements
 - remove obsolete documents from points of use, or if retained for legal and/or knowledge preservation purposes are suitably identified to prevent from unintended use
 - retain and dispose records as per legal or other requirements
- Maintain document control registers
- Consult and communicate with impacted stakeholders for documentation changes
- Maintain the privacy and confidentiality of medical and personal information





Element 10 Review and Continuous Improvement

SYD

Purpose: Health and safety objectives and targets are achieved, health and safety systems are reviewed and continuously improved to achieve the best possible health and safety outcomes

10.1 Monitoring and measuring performance

- Monitor and review that the elements of the SMS Standard are working together as a system to effectively manage risk, and that the health and safety performance of the system is meeting set objectives
- Establish and implement a 'three lines model' health and safety assurance program:
 - conduct periodic internal and external reviews of the SMS for health and safety legal compliance
 - conduct audits on contractors and service providers using a risk-based approach
 - incorporate workplace inspections, departmental level inspections, and inspections of work practices, public areas, equipment, asset, and infrastructure
 - conduct regular health and hygiene assessments of workplaces and public areas
 - conduct health monitoring that is consistent with exposure risks, industrial instruments, and relevant laws
 - verify risk mitigations and critical controls to confirm they are working and effective
 - consider the results of previous audits when planning
- Identify and track corrective actions to minimise risks through effective controls:
 - assign a timeframe for timely action close-out that is proportionate to the associated risk
 - provide adequate resources to support the timely close-out of corrective actions
 - always aim to eliminate the risk. Where elimination is not reasonably practicable, apply the hierarchy of controls to minimise the risk and determine the corrective action
- Identify, collect, and analyse health and safety performance data:
 - review if health and safety objectives and targets are being achieved
 - assess the effectiveness of health and safety critical controls
 - identify performance trends and take corrective action where needed
 - identify opportunities to improve the operation of the health and safety system

10.2 Performance review and continuous improvement

- Implement and maintain a governance structure to support planning, management review of health and safety performance data, and continuous improvement
- Periodically conduct health and safety culture surveys to assess the maturity of our culture:
 - provide an avenue for our people and where applicable airport partners to express their views
 - identify strengths and weaknesses for continuous improvement
- Enable organisational learning and opportunities by identifying relevant lessons and practices from regulators and safety bodies, airport partners, and research literature
- Incorporate outputs from reviews and continuous improvement activities back into the SMS

Airport Operations Manual (AOM): is a mandated requirement under aviation regulation for obtaining and maintaining aerodrome certification. It is the source document describing how the aerodrome infrastructure and operational procedures, achieve safe operational outcomes.

Airport Operating Licence (AOL): applicable airport stakeholders must enter into a licence agreement known as the AOL to operate at Sydney Airport. AOL establishes enforceable standards to improve behaviours and enhance outcomes across safety, security, environment, sustainability, and operational performance.

Airport partners: for the purposes of this document, 'our airport partners' includes Sydney Airport engaged contractors and sub-contractors, visitors, and organisations we interface with at Sydney Airport (such as airlines, tenants, ground handlers).

Critical Risk: a situation or hazardous activity that has been identified and assessed as having the potential to result in a fatality or multiple fatalities.

Hazard: a situation or thing that has the potential to cause harm, damage, or have a negative consequence, such as adverse weather, wildlife, fatigue, hazardous substances, plant and equipment, or working at heights (hazard in relation to both Aviation and WHS context).

Health and safety: for the purpose of this document, 'health and safety' refers to both Aviation Safety and Work Health and Safety, unless specified otherwise.

Health: includes both physical and psychological health

Hierarchy of control: the hierarchy of risk control shows ways of controlling risks, ranked from the highest level of protection and reliability to the lowest.

High risk construction work: high risk activities as defined in regulation in relation to construction work. Construction work means any work carried out in connection with the construction, alteration, conversion, fitting-out, commissioning, renovation, repair, maintenance, refurbishment, demolition, decommissioning or dismantling of a structure (Source: Work Health and Safety Regulation (NSW) 2017, clause 289 & 291)

People: for the purposes of this document, 'our people' include all full-time, part-time, casual and temporary employees, in-house contractors or consultants, employees of labour hire companies, apprentices or trainees, students gaining work experience, and volunteers.

Risk: the possibility that harm, death, injury, illness or damage might occur when exposed to a hazard.

Risk control: taking action to eliminate health and safety risks so far as is reasonably practicable, and if that is not reasonably practicable, minimising the risks so far as is reasonably practicable.

Safety case: a documented body of evidence that provides a demonstrated and valid argument that a system is adequately safe for a given application and environment over its lifetime (source: CASA).

Safety event: a health and safety event can be a health and safety hazard, risk, near miss or incident, that results in minimal operational impact (less than one hour) and where business as usual activities are maintained.

Service provider: a long-term contractor engaged by SYD to perform activities and services on SYD's behalf, such as airport security, cleaning services, maintenance activities, or bussing services.

Workplace: any place where work is carried out including where our people and our contractors are likely to be while at work.