

**From:** [Bill MacGregor](#)  
**To:** [Jessie Williams](#)  
**Cc:** [Bruce Peterson](#); [Lynette Wharfe](#); [Tony Michelle](#)  
**Subject:** Supporting documentation for  
**Date:** Monday, 27 June 2022 11:40:31 am  
**Attachments:** [AIRCARE NZAAA Audit Checklist Issue 9.xls](#)  
[Bruce Peterson CHB Plan talking points.pdf](#)  
[Aerospread SMS Contents.pdf](#)  
[Agricultural Aircraft Activity Examples.pdf](#)  
[Airstrip-Rule-Charts.pdf](#)

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Good morning Jessie,

Attached are the documents Bruce used in his presentation to the Commissioners. You already have two of the documents, Agricultural Aircraft Activity Examples and Airstrip-Rule-Chart. The other three are the index to Aerospread's Safety Management System which outlines the areas covered by the SMS; the AirCare NZAAA Audit Checklist showing areas covered in the AirCare audit; and, Bruce Peterson's CHB Plan talking points, which gives practical examples of operations in the CHBDC area.

The SMS referred to is a requirement of holding a Air Operating Certificate (AOC) and is certificated as part of the AOC process under CAA Rule Part 100.

AirCare accreditation is a voluntary environmental management system which is audited by an independent organisation called Navigatus Consulting. Not all agricultural aviation operators have opted for AirCare but those which have can demonstrate that they operate to a standard for agricultural product placement and for noise mitigation processes. AirCare accredited operators are audited on a 1, 2 or 3 yearly basis depending on their level of compliance history and processes in place.

Note that Tony Michelle is replacing me in the NZAAA EO role but I will continue to be the point of contact for the CHBDC District Plan process until it is complete.

I hope the above explanation and attached documents help the Commissioners in their deliberations.

Kindest regards,

Bill

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027-436-0022

# Aerospread Limited Safety Management System

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**AIRCARE™ NZAAA Audit Checklist Issue 9**

Version: October 2017

Audit Date:

Auditor:

Client Name:

Initial Audit? Y/N

*The number 1 is to be inserted in the applicable box*

*For all 'Not OK' indicating a non compliance against a requirement there must be a CAR issued. However, when a CAR is issued it may be possible to provide some guidance on the actions the audited organisation can take to correct the non compliance identified.*

Explanation of Critical, Major and Minor Non Compliances:

**Critical:** Deviation from the code and/or the AIRCARE™ Accreditation Programme creates a high risk of product/service not meeting specifications or of damage to human health and/or the environment

**Major:** Deviation from the code and/or the AIRCARE™ Accreditation Programme creates some risk to human health, the environment and product/service not meeting specifications

**Minor:** Deviation from the code and/or the AIRCARE™ Accreditation Programme does not risk the status of the product/service, environment or human health

Whilst high standards of quality and safety can be achieved by complying with the codes of practice, it is the Safety & Quality component (the Management System) of AIRCARE™ that produces the all-important evidence that is required to prove that the codes of practice are being followed. This Checklist deals with the management system last.

For items marked IA (Initial Audit) a system needs to be in place but there is no requirement during an initial audit that the system will have been in place long enough to demonstrate compliance

**REFERENCES (to save time at the audit)**

In the rows below operator to write the references

of where the evidence can be found

(saves time at audit)

No	Requirement	OK	not ok	n/a.	Observations (& guidance for applicants and auditors)
<b>AERIAL SPREADMARK (NZAAA ONLY)</b>					
<b>A. OPERATIONS.</b> The operator should refer to the CAA/DoL Safety Guideline Farm Airstrips and associated Fertiliser Cartage, Storage and Application, as well as the Aerial Spreadmark Code of Practice					
1	Major				Documented records maintained of airstrips. See Aerial Spreadmark Code pg A78 and Section 14.1 of the AIRCARE Accreditation Rules
2	Major				Records as above (aeroplanes only)
<b>B. FERTILISER APPLICATION</b>					

1	Major	Is there an Approved Aerial Pattern Test Certificate (AAPTC) for the spreading equipment used? The spreading equipment used must be the equipment that has been tested for an AAPTC. The equipment will be issued a number by the approved Spreadmark tester			Approved Test pattern is required at initial audit. For each subsequent audit either a Approved Test Pattern carried out or demonstrate to the auditor how you have maintained the equipment to show conformance to initial pattern test. This is to be carried out annually. Refer Aerial Spreadmark Code pg A90 and AIRCARE Accreditation Rules Section 14.1.4
2	Major	Demonstrate how the Aerial Spreadmark evenness standards are maintained.			GPS Printouts - track spacing used and amount applied, plus fertiliser particle size specification
3	Minor	Is equipment with an AAPTC physically identified.			Equipment must have some form of identification attached to it.
4	Major	Does the pilot hold a current agricultural, topdressing and chemical rating			Current Rating held on file of all pilots involved in Fertiliser application.
5	Minor	Can you provide copies of the airstrip register and checklist of suitability assessment completed for each airstrip			Copies of airstrips used and documented evidence of assessments carried out on suitability of airstrip.
6	Minor	Is there documented evidence that staff are trained in maintaining a safe operating site			Pilot and ground crew training records on training received relating to the requirements for safety on site while an aerial operation is being carried out.
7	Minor	Where bags or containers are used, can you provide evidence of procedures to ensure that the site is left tidy and secure			Training records for Ground crew on site management and security.
8	Major	Can you provide evidence of the application site specified by the client			Maps/co ordinates supplied by the client with their preferred date of application or suitable fields completed on daily flight records / worksheets / application records
9	Major	Can you provide evidence showing the amount and type of fertiliser applied			Documented evidence of application site, date and amount and type of fertiliser applied.
10	Minor	Have statistical returns for fertiliser applied been filed with CAA			Three monthly statistical returns sent to CAA and held on file.
11	Major	Can you provide evidence that the fertiliser applied is fit for application and that the effect of variations in its quality, the weather and equipment conditions have been assessed			Training of staff on what fit for application means and how to carry out assessment. Documented evidence that this has been completed before application commenced. This should include suitable storage, granulation, free flowing and where relevant, a swathe width check.
12	Major	Can you provide evidence showing what spreading device/system was used			Documented record of application Aircraft and spreading equipment used need to be identified.(DFR)
13	Major	Can you provide evidence showing buffer zones set (where required)			GPS Printout showing buffer zones. Eg sensitive boundaries, waterways, reservoirs, buildings etc.
14	Minor	Is there evidence that operational hazards for each operation have been identified:			Any environmental hazards identified during each operation are documented on application records. E.g. Waterway, organic property etc
15	Major	Can you provide evidence showing the weather conditions at the time of application.			Weather conditions at time of application (wind direction/speed, cloudy, sunny, precipitation etc) are documented on application records.
16	Minor	Can you provide evidence that any adverse events at the time of application are recorded.			Any adverse events are recorded on application records.
17	Minor	Can you show me your copy of the Safety Guideline "Farm Airstrips and Associated Fertiliser Cartage, Storage and Application"			Copy of Safety Guideline is held on file and available to all staff. This should be used in training of all staff to make sure that they are aware of all requirements in relation to fertiliser cartage, storage and application.

## SOUND AWARENESS

### A. OPERATOR REQUIREMENTS

1	<b>Critical</b>	Can you provide evidence of a policy on noise minimization?			Operations Manual, SOP, signed policy statement
2	<b>Critical</b>	Is this policy reviewed?			Staff Meetings, Management Reviews
3	<b>Critical</b>	How is this communicated to staff?			Noticeboard, staff meeting agendas, in house training
4	<b>Major</b>	Have transit routes been developed in consultation with any local authority?			For most this will be not applicable but for Tourist Operators in National Parks such transit lanes should have been negotiated
5	<b>Major</b>	Have guidelines been developed that emphasize the awareness of sensitive routes and landing areas?			Sight Guidelines that are applicable to the scale and type of service delivered. E.g. Tourist operators accessing National Parks will have more robust guidelines than those who dont
6	<b>Major</b>	Is a noise complaint register maintained?			Sight QIF's or dedicated noise complaint register
7	<b>Critical</b>	Is there a procedure to ensure that all relevant staff attend Noise Abatement training every three years?			Monthly Operational Checklist
8	<b>Major</b>	Are pilots assessed on Flight Manual noise abatement aspects at each annual competency check?			See Annual competency check assessment on pilots personal file. (Not all Flight Manuals provide this information)

### B. PILOT REQUIREMENTS

1	<b>Critical</b>	Have all organisation pilots passed the Noise Abatement assessment?			Sight Certificates
2	<b>Minor</b>	Can you provide evidence of when pilots have applied noise abatement procedures?			Usually subjective but evidence could be doing low level ops near a populous area but starting late or putting work off until a week day
3	<b>Minor</b>	Have pilots completed an Event Notification when established transit routes were unable to be followed?			Sight event notification form
4		Reserved			

## AERIAL APPLICATION OF VERTEBRATE TOXIC AGENTS (NZAAA ONLY)

### A. AERIAL APPLICATION OF VTAS

1	<b>Major</b>	Show evidence that a risk management system is operating in relation to VTA application.			Risk Management system must show a risk analysis of the VTA operation including, safety on site & application. See Risk / Hazard Register and/or SOP for VTA
2	<b>Major</b>	Show evidence of a written contract that includes items covered in the Code of Practice			Contract to include requirements from the code of Practice.
3	<b>Major</b>	Is it clear in the contract which items are the responsibility of the operator and are they clearly identified			Contract to include requirements from the code of Practice.
4	<b>Major</b>	Have licences and consents been obtained. Evidence required.			Any licences and consents required for that particular job. Health Department Local government.
5	<b>Major</b>	Show evidence that treatment area boundaries have been confirmed prior to application of VTA			GPS printout. Documented flight records.
6	<b>Major</b>	Is there evidence that target (treatment) areas have been clearly defined:			GPS co ordinates, maps clearly showing treatment area.
7	<b>Major</b>	• Operational boundaries flown and logged			GPS Printout.
8	<b>Major</b>	• Control points in the treatment area identified			Maps showing control points.
9	<b>Major</b>	• Drinking water extraction points identified			Maps showing drinking water extraction points.

10	Major	• Loading points identified			Maps showing loading areas.
11	Major	Show evidence that preoperational briefings are carried out with maps available to all operating pilots			Documented minute stating discussion at meeting, those present and maps used.
12	Major	Show evidence of training for the crew involved in loading the hopper/bucket.			Training records and method used for training staff in the handling of VTA's.
13	Major	Do all pilots applying VTA hold a VTA Rating and a CSL?			Sight VTA Rating in pilots logbook. CSL for all pilots involved in VTA application to be available and the organisation does not apply toxins that do not appear as authorised substances listed on the pilot's CSLs
14	Show evidence that application equipment				
14a	Major	• Has been calibrated for the Cereal Baits to be applied			Show records of calibration carried out on the spreading equipment that is current. AIRCARE Accreditation Rules 14.1.4 (Not applicable for carrot baits)
14b	Major	• Is clean and free from contamination			Show records of cleaning carried out and a physical inspection of application equipment. (Note on DFR)
14c	Major	• Has a reliable stop start mechanism			Mechanism is shown to be reliable.
14d	Major	• Has a lid or shield to prevent spills			Lid or covers used during operation carried out.
14e	Major	• Is decontaminated or secured at the end of each working day			Cleardown records and stored securely away from any unauthorised persons. (Note on DFR)
15	Show evidence that the GPS equipment fitted in the aircraft can:				
15a	Major	• provide guidance accuracy of $\pm 5$ metres			What type of GPS? Accuracy of GPS. (All AG GPS meet this standard)
15b	Major	• Record track made good			GPS printout.
15c	Major	• Record secondary tracking			GPS printout.
15d	Major	• Provision of printouts showing areas covered and tracks flown			GPS printout.
15e	Major	• Record product swath widths			GPS printout.
15f	Major	• Locate restart positions			GPS printout.
16	Major	Are all turns completed within the treatment area when sensitive areas are adjacent			GPS printout.
17	Major	When using underslung equipment and loading outside the block show that same flight path is used to and from the loading area			GPS printout secondary tracking
18	Major	Show pilots have been assessed competent in the use of the GPS equipment fitted			Certified on annual competency check
19	Major	Show that sensitive boundaries and exclusions have been treated with the aircraft flying parallel to the boundary			GPS Plot
20	Major	Show me a Safety Data Sheet for VTA applied			Copies should be on file and in vehicles
21	Major	Are all tracks flown with application equipment attached are away from buildings, dwellings, public drinking water supplies or populous area			GPS printout.
22	Do operational records indicate / record:				
a	Major	• Amount of product applied and application rate			Application records. Daily flight records, Job sheets etc.
b	Major	• Total area treated			Application records. Daily flight records, Job sheets etc.
c	Major	• Total number of loads			Application records. Daily flight records, Job sheets etc.

d	Major	• Weather data for the treatment area at the time of application			Application records. Daily flight records, Job sheets etc.
e	Major	• Flight and duty times			Application records. Daily flight records, Job sheets etc.
23	Major	Produce your emergency response plan.			Emergency response plan specifically when using VTA's.
24	Major	Show evidence that the emergency response plan is tested every 12 months			Mock emergency response to test that systems work according to plan. This must be documented when carried out.
25	Major	Is the plan available to all those specified in the plan			Copy of the plan available to all those involved.
26	Major	Show me your hazard register			Hazard register showing hazards identified when operating a VTA drop.

## AGRICHEMICAL APPLICATION – GROWSAFE (NZAAA ONLY)

### A. TRANSPORT

~~Agrichemicals should be transported safely at all times. Where quantities of agrichemicals greater than the MTD values are carried, or are carried for hire and reward the following requirements shall be met:-~~

1	Major	Does the driver hold a current D endorsement on their drivers licence?			Sight Drivers Licences
2	Major	Are vehicles correctly placarded (substances and mixed loads)?			Sight placards and see they've been used
3	Major	Fire extinguishers carried? (class 3 substances)			Sight Fire Extinguisher(s)
4	Major	Number and type correct?			At least 1 x 4.5kg DP
5	Major	Is a correctly filled out DGD carried in the vehicle cab?			Sight examples
6	Minor	If quantities carried exceed emergency response level 3, in addition to the documentation requirements are the persons responsible for emergency actions identified?			See Emergency Response Plan

### B. STORAGE Note that this section can be excluded from the audit if the applicant organisation can produce a current Location Test Certificate for its store

#### B1 Location of the store

a	Minor	Is it clear of other buildings, hazards, waterways or other sensitive areas?			Observe
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#### B2 Construction of the store

a	Major	Provisions to contain spills			Observe
b	Major	Location Test Certificate (HSNO) (if class 3 trigger levels exceeded)			Observe
c	Major	Fire extinguishers (number and type)			As appropriate
d	Minor	Store is adequately ventilated			Observe
e	Minor	Store is adequately lit			Observe

#### B3 Security

a	Major	Placarding (including hazardous substance – note that when trigger levels are exceeded for hazardous substances signage that meets HSNO Emergency Management and Identification Regulations is required.			2WE displayed as appropriate & trained people named
b	Critical	Controlled access (i.e. lockable)			Observe

#### B4 Store Management

a	Major	Is the person responsible identified?			Observe
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b	Major	Do they know what to do?			GROWSAFE Certificate + Approved Handler
c	Major	Are all container labels intact and legible			Observe
d	Major	Emergency management information available for all stored substances (e.g. PSC, SDS)			Product Safety Data Sheets in file by store
e	Major	Current store manifest available Note: a manifest can be kept in the store provided that an "expected" manifest is available away from the store.			Excel Spreadsheets in Office PC with a notebook on store for daily transactions meet this requirement
f	Major	Records of tracked substances available (ID, quantity, location)			Observe
g	Major	Substances segregated in store (insecticides, herbicides, fungicides)			Observe
h	Major	No class 1 substances in the store			Observe
i	Major	No animal feedstuff in the store			Observe
j	Major	Liquids stacked below dry formulations, drums including 20 Litre not more than 2 tiers high.			Observe
<b>B5 Protective Equipment</b>					
a	Major	A minimum of gloves, overalls and eye protection available in the store			Observe
b	Major	First Aid Kit available in the vicinity of the store			Observe
c	Major	Supply of clean water available			Observe
<b>C. USE OF AGRICHEMICALS</b>					
<b>C1 Responsibilities</b>					
a	Major	Are all agrichemicals used registered for that use?			Check Daily Flying Records
b	Major	Is information to enable safe use of agrichemicals readily available for all agrichemicals used?			Product Safety Data Sheets/Labels
<b>C2 Notification</b>					
a	Critical	Is there evidence that notification of agrichemical application is carried out?			See newspaper advertisements/ signed evidence (from Landowners) or what is appropriate for Regional Plan
b	Major	Does the notification process meet the requirements of the relevant Regional Council			Observe local plan or plan summary
3		For applications of agrichemical in public places or amenity area, has:			
a	Major	Has the application been publicly notified?			Observe
b	Major	Is onsite signage used when appropriate?			Observe Note that for road signs LTSA developed a special helicopter sign
<b>C3 Handling and mixing facilities mixing procedure. Because audits will normally not be carried out while an operation is in progress, the audit will be confined to an inspection of the equipment used and procedures followed</b>					
a	Minor	Accurate measuring equipment?			Observe
b	Minor	Spill kit available?			Observe
c	Minor	Supply of clean water available at the mixing site (including field operations?)			Some but not all bases will have this
d	Major	Containment provision (e.g. bunding)			Observe
e	Minor	Is the appropriate PPE available?			Observe
f	Minor	Does the procedure for opening containers minimise contamination risk?			Observe or enquire

g	Minor	Are the correct procedures followed when adding measured amounts of agrichemical to the spray tank?			Observe or Enquire
h	Minor	Where agrichemical mixtures are used, what procedures are followed to check compatibility?			The label provides this information
<b>C4 Application task. The application equipment used, e.g. the type of spray nozzle depends on the task required. The operator (pilot) will therefore need evidence of task specification and risk factors that were the basis for the application equipment used.</b>					
a	Critical	Have all spray application tasks been adequately specified			Agrichemical type (herbicide, insecticide, fungicide), application rate, location of application site
b	Critical	Have sensitive areas been identified before agrichemical application?			Client (check regional plan requirements)
c	Major	What evidence is available that the least hazardous application techniques are used for given tasks?			Operator to show examples of where this takes place and how the risk is managed e.g. Next to a sensitive area
d	Major	Are appropriate buffer zones used?			As above
e	Major	What evidence is available to show that weather (wind speed and direction) is monitored at the application site during operations?			Must be recorded e.g. On the Daily Flying Record (DFR)
<b>C5 Documentation (do the records show)</b>					
a	Major	The identity of the agrichemical and the application rate used?			See Daily Flying record (DFR)
b	Major	The weather conditions at the application site?			See DFR or record
c	Major	The location of the application site (note: for tracked substances records of use must be kept for 3 years)?			See DFR
d	Minor	The applicators name and address?			See DFR
e	Major	Current application pattern test data for all equipment used is available?			Equipment used matches pattern test data - nozzle setup, application rate
<b>C7 Competency</b>					
a	Critical	Are all staff trained and know what to do			Ground staff have GROWSAFE Introductory Certificate ( Ground Crew), on-job training records, Pilots hold Spray and current Chemical Ratings
b	Critical	Have all staff got an Approved Handler Certificate where substances used require that (HSNO Regulations)?			Observe
<b>D. DISPOSAL</b>					
<b>D1 Storage prior to disposal</b>					
a	Major	Are all unwanted agrichemical concentrates stored securely prior to disposal?			Observe
b	Major	Are all empty containers triple rinsed and stored securely prior to disposal?			Observe
<b>D2 Disposal unwanted Agrichemical Concentrates</b>					
a	Major	What disposal method for unwanted agrichemical concentrates, including class 6 and 9 substances is used			Choices are AgRecovery (or equivalent) or secure storage
<b>D3 Disposal method used for surplus spray mix</b>					
c	Minor	Diluted and sprayed onto the target crop or waste land?			Some sort of contingency plan must be ready for when a spray job cannot be finished

a	Minor	Stored for later use?				For how long and then what
		Other (specify)?				
b	Minor	Are with-holding periods for the disposal area observed?				Important if not being sprayed back onto treatment area

#### D4 Containers

a	Major	Is Agrecovery or an equivalent used to dispose of containers?				Operator to provide information on the nearest AgRecovery depot and receipts
		If not, what method of disposal is used?				Specify
b	Major	Does the method comply with the local Regional Council rules?				Operator to indicate what their local Council requirements are

#### D5 Documentation – tracked substances

a	Major	Is there a record for the container disposal?				Agrecovery provides receipts
b	Major	Is there a record for the concentrate?				Agrecovery provides receipts
c	Major	Is the person in charge identified?				
d	Major	Is there a manifest for all hazardous substances held on site?				See NZS 8409 pg 123
e	Major	Does the manifest record the appropriate information				See NZS 8409 pg 123
f	Major	If the quantities held trigger emergency response level 3, is there an emergency response plan?				NZS 8409 pg 127

#### E. EMERGENCY PREPAREDNESS

1	Major	Is there an Emergency Response plan for storage and transport of agrichemicals				NZS 8409 Appendix K (pg 118 - 135)
2	Minor	Are persons with specified tasks identified, and are their contact details and the tasks stated?				NZS 8409 Appendix K (pg 118 - 135)
3	Minor	Does the plan say where the information about hazardous substances is kept, where the equipment needed in an emergency is located, and how to contact the emergency services?				NZS 8409 Appendix K (pg 118 - 135)
4	Minor	Is there a site plan showing the location of hazardous substance, storage, fire extinguishers, emergency assembly areas, and details of the evacuation system?				NZS 8409 Appendix K (pg 118 - 135)
5	Minor	Has the plan been tested within the last 12 months?				NZS 8409 Appendix K (pg 118 - 135)

## SAFETY & QUALITY MANAGEMENT

#### A. SAFETY & QUALITY POLICY **For help and guidance in this section download [Sample QA & SMS SoP](http://www.aircare.co.nz/resources) from [www.aircare.co.nz/resources](http://www.aircare.co.nz/resources)**

1	Critical	The organisation's safety & quality intentions are documented in quality and safety policy or policies				A Safety & Quality Policy applicable to the operation is documented. This states the intentions of the organisation as to the services that they provide and how they intent to provide these. (See examples AIRCARE Accreditation Rules Annex F & G) and also SSMG.
2	Major	The Safety & Quality Policy is communicated to all employees.				Part of employee induction training. Statement posted on staff notice board.

3	Major	The Safety & Quality Policy is regularly reviewed.			IA	Review annually - must be documented with formal meeting minutes.
4	Major	Staff understand the requirement to comply with the Safety & Quality Policy				Management responsibility to ensure that staff abide by the Safety & Quality Policy. See training notes, induction records and event/incident reports, employees signed statements

#### B. SMS

1	Critical	Does the organisation have a manual that defines how it manages SMS?				Can be either paper or electronic
2	Major	Does the manual include procedures for meeting the 13 SMS requirements?				Locate in operator's manual suite. Compliance with the SSMG will address this item.
3	Major	Is there evidence that these procedures are followed?			IA	Sight completed QIFs and Risk Assessments
4	Major	Are staff aware of Just Culture policy and where to find it?				Observe/enquire
5	Major	Is Just Culture practiced?			IA	Enquire
6	Critical	Are all staff reporting incidents/events as they happen?			IA	Sight evidence. Should include Part 12 requirements, HSW and SMS reporting requirements as well as AIRCARE ones
7	Major	Are these incidents/events being analysed?			IA	Sight analysis topics and see what trends are emerging, if any

#### C. QUALITY / PERFORMANCE INDICATORS (These are not required for the Initial Audit)

1	Major	Quality / performance indicators have been developed.			IA	Indicators that show that required performance is being maintained: Client Letters of appreciation, Complaints, Incident register, audit findings.
2	Major	Employees are informed of quality / performance indicators.			IA	Staff meetings, noticeboards, newsletters etc.
3	Major	A monitoring process has been developed to ensure that quality / performance indicators are being reviewed/achieved.			IA	At three monthly reviews quality indicators must be reviewed and outcomes documented. This forms part of continuous improvements. Reviews can be part of regular staff meetings and Management Review meetings

#### D. MANAGEMENT REVIEW (These are not required for the Initial Audit)

1	Major	Records of management reviews are maintained.			IA	Six monthly Management Reviews carried out covering all relevant sections of this checklist with events/incidents notified in the previous six months and statistics relating to quality/ performance indicators
2	Major	Employees are informed of decisions made and any actions required as a result of the management review.			IA	Staff meeting minutes, noticeboards, newsletters etc.
3	Major	Audit outcomes are reviewed by management and corrective actions implemented			IA	Record consideration of audit recommendations and whether they have been assigned for implementation or just record a brief note as to why the recommendation has not been adopted

#### E. INTERNAL AUDITS (These are not required for the Initial Audit)

1	Major	The organisation has implemented an internal audit system appropriate for its size.			IA	Internal audits to be carried out at least six monthly with documented records maintained.
2	Major	Internal auditors are competent.			IA	Internal auditors must be able to show competence to carry out audits.
3	Major	Audit results are communicated to appropriate personnel.			IA	How and to who are results of audits communicated. (Staff Meetings)

4	Major	Required corrective actions and time scales for completing corrective actions are communicated to appropriate personnel.			IA	Corrective action procedure/flowchart should show how this is achieved. Records of any corrective action carried out should be as per the documented procedure or flowchart. (See SOP)
<b>F. DOCUMENTATION CONTROL</b>						
1	Critical	The organisation has a procedure to ensure that all data critical to the management of safety and quality is in place and controlled.				All documents critical to the operation are filed, easily retrieved and controlled. (DFR's, CoP's, Manuals, Hazard Register, Incident Register). A controlled document is maintained and updated. Controlled documents are formally approved and their distribution is traceable to enable changes to be made.
2	Major	Key personnel are aware of and have access to appropriate current safety and quality documents.				All staff that needing access have access.
3	Major	The person responsible for monitoring and obtaining AIRCARE™ updates has been defined.				The person responsible for managing amendments has been defined (An SOP could be developed that explained how the entire quality system is to be administered and by whom. An example is available at <a href="http://www.aircare.co.nz/resources">www.aircare.co.nz/resources</a> . It is called How to build a Quality and Safety System.
4	Major	Documents are subject to version control.				Relevant Safety & Quality documents are to be controlled. This must be in a way that is understood by all employees.
5	Major	Changes or amendment records are maintained.				Amendment register noting dates, changes and authorisation should be in place.
6	Major	Obsolete documentation is removed from operating areas.				all obsolete documents must be removed from operating areas to ensure that they are not used.
<b>G. QUALITY MANAGEMENT PROCEDURES</b>						
1	Major	The organisation has defined procedures for the management of quality and safety that support the aims of the AIRCARE™ accreditation programme				Documented procedures (Standard Operating Procedures) should be in place to define to staff how compliance with the CAA Rules, AIRCARE™ rules, codes of practice and the SMS Manual is achieved
2	Major	Procedures are relevant to the organisation seeking accreditation and are unambiguous and written in terminology easily understood				These procedures should be easily understood, applicable to the operation and accessible by those that require them.
<b>H. RECORD KEEPING</b>						
1	Critical	The organisation maintains records to demonstrate the effective control of safety and quality.				All records should be maintained to prove that correct procedures have been carried out. i.e Verification of task E.g. DFR's, GPS plots, weather records
2	Major	Records are legible				These records should be able to be read/interpreted.
3	Major	The organisation has a system for the collation, storage and retrieval of records.				System is in place that allows for correct filing and ease of use should there be a requirement to retrieve records.
4	Major	Records are retained for an appropriate time (including legal requirements)			IA	A suitable timeframe for the retention of verification of task records is five years but consider holding this information indefinitely
<b>I. CORRECTIVE ACTION</b>						
1	Critical	The organisation has procedures to investigate the cause of all non-conformities including AIRCARE™ standards and procedures				Corrective action procedure/flowchart should show how this is achieved. Records of any corrective action carried out should be as per the documented procedure in AIRCARE Accreditation Rules Section 8)
2	Major	The date that corrective actions have to be completed is recorded			IA	Timeframes must be within specified guidelines.

3	Major	The person responsible for corrective action is named and their acceptance acknowledged		IA	Persons/positions responsible to sign QIF accepting responsibility
4	Major	Records of corrective action are maintained.		IA	System in place for storage of any corrective actions.
5	Major	Corrective action is monitored to verify that it is completed and effective.		IA	This is part of the 6 monthly Management Review.
<b>J. MANAGEMENT OF RISK</b>					
1	Critical	The organisation has an effective hazard ID procedure to ensure that all potential risks to quality and safety are identified.			All incidents that could have/ or did create a risk to the quality, safety of services provided must be managed to show that control is in place to minimise reoccurrence. The organisation must have suitable mechanisms / forms in place to document potential risks.
2	Major	The organisation has a procedure that requires Contract Principals and crew to identify hazards to each other		IA	Show evidence that the contract principal and the contractor have taken all practicable steps necessary to identify worksite hazards eg. Signed DFR or worksite hazard plan. There are times when a Contract Prinmcipal's signature will not be able to be obtained so list the hazards he has advised verbally and the pilot can sign instead.
3	Major	Risks identified are assessed and rated using a suitable risk assessment matrix, followed by implementation of appropriate controls		IA	See Annex D & E of the AIRCARE Accreditation Rules specifically Forms D1 and D2 and the risk material at <a href="http://www.aircare.co.nz/resources">www.aircare.co.nz/resources</a>
4	Major	Post control effectiveness is assessed and a rating allocated using a suitable Risk Assessment Matrix		IA	These are to be part of the 6 monthly Management Review.
5	Major	AIA is notified as soon as possible when a deviation to an AIRCARE™ Code of Practice occurs		IA	CEO AIA must be notified within one week. Notification form in Annex C of the AIRCARE Accreditation Rules may be used or an email.
<b>K. COMPLAINT HANDLING</b>					
1	Major	The organisation has a documented system for the management of complaints.			All complaints received are recorded, investigated and results notified to staff responsible and the complainant. (See SOP)
2	Major	Appropriate actions are taken in the event of a complaint.			Documentation in place to show that this happens. Note that a Drift Complaint Procedure is available from NZAAA EO
3	Major	Complaint data is analysed to identify improvement opportunities.			This should be part of the Management Review.
4	Major	Chemical Liability Insurance of at least \$250,000 is held			Sight insurance policy