



AIRCARE™

Accreditation Rules V11

01 February 2021

For General Aviation Organisations



AIRCARE™ ACCREDITATION RULES

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1. INTRODUCTION

The following principles have been followed in developing the AIRCARE™ Accreditation Programme.

- 1) Safety First – getting home safely every time
- 2) Industry led – developed by the aviation industry for the aviation industry
- 3) Sustainable – environmental, social and financial
- 4) High Integrity – robust processes of accreditation and governance
- 5) Supportive – providing tools to enable organisations to achieve good practice
- 6) Transparent – criteria and findings are fully transparent
- 7) Independent Assurance – third party verification
- 8) Intelligent – audit data is regularly reviewed and assessed
- 9) Evolutionary – improving continuously to help aviation industry to lift performance
- 10) Proactive – leading safety and environmental performance for a vibrant aviation sector contributing to a better New Zealand.

The AIRCARE™ Accreditation Program has been developed by members of the aviation industry for the benefit of the aviation industry and all its General Aviation participants. The purpose of the program is to assure the sustainability of General Aviation by having all organisations operating to good practice in terms of both flight and environmental safety.

The rules and standards incorporated in this program not only represent good industry practice but also provide independent assurance that participants in the program are performing at a level that consistently assures compliance with regulations and industry codes of practice. The AIRCARE™ Program has SMS as its foundation and risk management is a cornerstone of that. The program was launched in Parliament on 12th May 2011. To achieve a truly sustainable future organisations must:

- Operate in compliance with the Civil Aviation Act and the Civil Aviation Rules and other applicable laws
- Maintain accreditation under the AIRCARE™ Programme
- Keep all personnel, visitors, contractors and customers free from harm
- Manage a realistic profit strategy

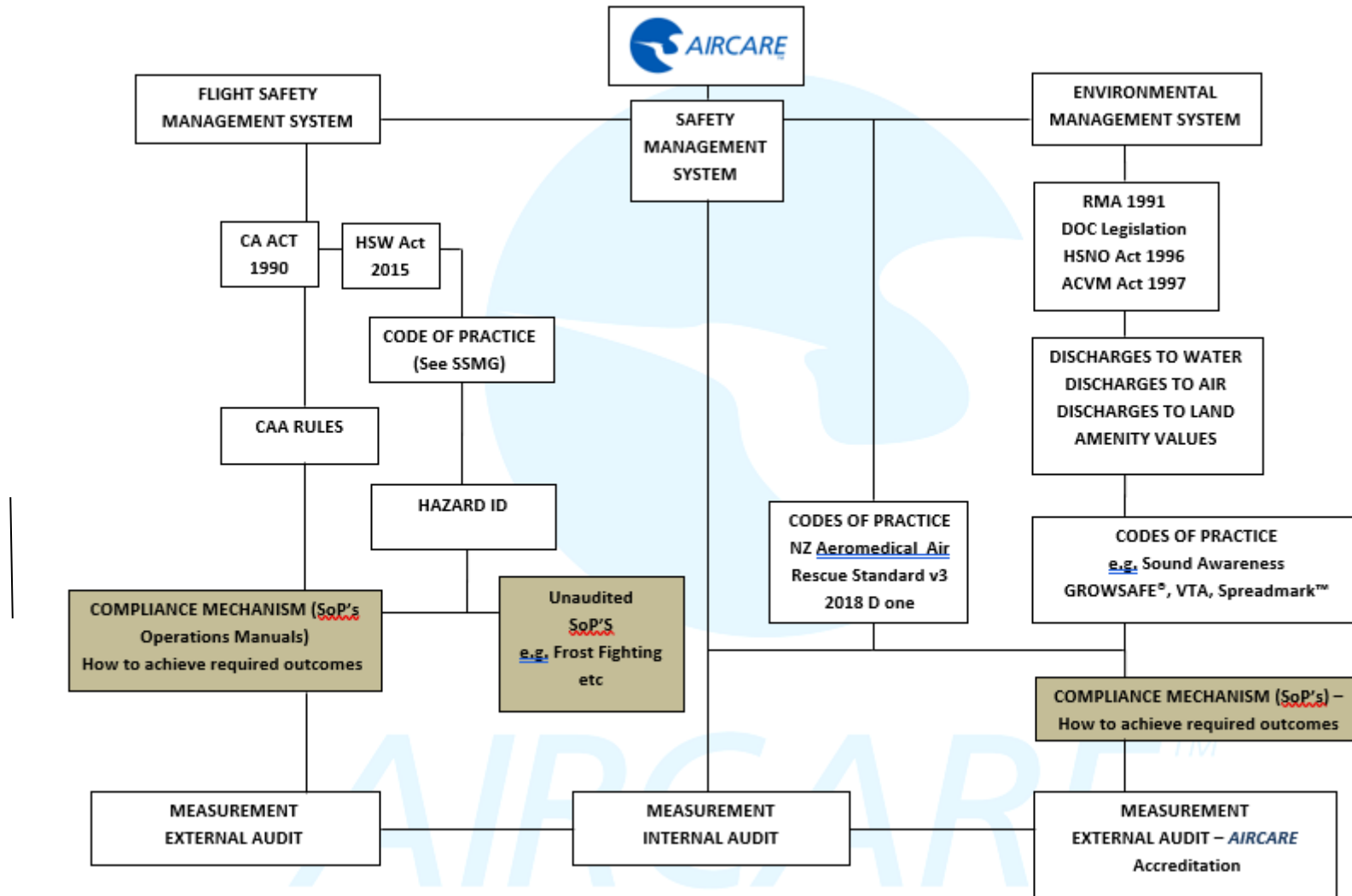
All General Aviation organisations are invited to adopt the rules, procedures and philosophies detailed in this manual.

AIRCARE™ Management Committee



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1.1 Compliance Flowchart



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1.3 Record of Amendments

Amend. No	PAGES CHANGED	EFFECTIVE DATE	DATE ENTERED	ENTERED BY (SIGNATURE)
New Manual		01.02.11	01.02.11	Incorporated
1	Reissue as Edition 2	01.11.11	01.11.11	Incorporated
2	Pages 8, 9, 37, 38 & 50	30.01.12	30.01.12	Incorporated
3	Reissue as Edition 3	01.05.12	01.05.12	Incorporated
4	Reissue as Edition 4	01.10.12	01.10.12	Incorporated
5	Reissue as Edition 5	01.05.13	01.05.13	Incorporated
6	Reissue as Edition 6	01.03.14	01.03.14	Incorporated
7	Reissue as Edition 7	01.05.15	01.05.15	Incorporated
8	Reissue as Edition 8	01.11.16	01.11.16	Incorporated
9	Reissue as Edition 9	01.10.17	01.10.17	Incorporated
10	Reissue as Edition 10	01.12.19	01.12.19	Incorporated
11	Reissue as Edition 11	01.02.21	01.02.21	Incorporated
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1.4 List of Effective Pages

This table specifies the effective pages for this manual

Page No	Date	Page No	Date	Page No	Date	Page No	Date
1	01.11.16	26	01.05.12	51	01.05.12	76	01.02.21
2	01.05.12	27	01.05.12	52	01.05.15		
3	01.02.21	28	01.05.12	53	01.05.15		
4	01.02.21	29	01.12.19	54	01.05.12		
5	01.05.13	30	01.02.21	55	01.05.12		
6	01.03.14	31	01.12.19	56	01.05.12		
7	01.12.19	32	01.12.19	57	01.05.12		
8	01.02.21	33	01.02.21	58	01.05.12		
9	01.02.21	34	01.12.19	59	01.02.21		
10	01.11.16	35	01.05.12	60	01.11.16		
11	01.11.16	36	01.05.12	61	01.03.14		
12	01.11.16	37	01.05.12	62	01.11.16		
13	01.05.12	38	01.12.19	63	01.11.16		
14	01.05.13	39	01.12.19	64	01.12.19		
15	01.02.21	40	01.02.21	65	01.03.14		
16	01.02.21	41	01.05.12	66	01.05.13		
17	01.05.12	42	01.02.21	67	01.11.16		
18	01.11.16	43	01.11.16	68	01.05.12		
19	01.02.21	44	01.11.16	69	01.05.12		
20	01.12.19	45	01.05.12	70	01.05.12		
21	01.02.21	46	01.05.12	71	01.05.12		
22	01.12.19	47	01.02.21	72	01.02.21		
23	01.11.16	48	01.11.16	73	01.02.21		
24	01.10.17	49	01.05.12	74	01.02.21		
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1.5 Abbreviations

AEANZ	Aircraft Engineers Association of NZ a division of AIA
AIA	Aviation Industry Association of New Zealand Incorporated
AMC	AIRCARE™ Management Committee
Aviation NZ	The trading name of AIA
CAA	Civil Aviation Authority of New Zealand
CAR	Civil Aviation Rules
CEO	Chief Executive Officer/Owner/Manager
CPD	Continuing Professional Development
DGPS	Differential Global Positioning System
EMS	Emergency Medical Services sector of AIA, Formerly known as AA/AR
EO	Executive Officer
FLT TRG	Flight Training Division of AIA
GIS	Geographical Information System
HSW	Health and Safety in the Workplace
IAW	In Accordance With
NZAAA	New Zealand Agricultural Aviation Association (A division of AIA)
NZHA	New Zealand Helicopter Association (A division of AIA)
PC	Personal Computer
QA	Quality Assurance
R & D	Research and Development
RMA	Resource Management Act 1991 and amendments
SMS	Safety Management System
SSMG	Safety Systems Manual Guide
SOP	Standard Operating Procedure
TALO	Take Off and Landing Area (Helicopters)
TFO	Tourist Flight Operators – a division of AIA

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1.6 Definitions

AIRCARE™	A brand owned by AIA
Accreditation	Confirmation that an Organisation has demonstrated compliance with selected rules and standards. For the purposes of AIRCARE™ Accreditation the rules and standards are those that appear or are referred to in this manual, the associated codes of practice and their appendices.
Aircraft	Fixed wing aeroplanes and helicopters.
Amenity Values	Those natural or physical qualities and characteristics of an area that contribute to people's appreciation of its pleasantness, aesthetic coherence, and cultural and recreational attributes.
Approved Pattern Tester	A person approved by the Fertiliser Quality Council to carry out spread pattern testing of agricultural aircraft according to Spreadmark™ standards.
AIRCARE™ Management Committee	AIRCARE™ Management Committee being a sub-committee of AIA Council.
Controlled	A document that is dated and can be tracked.
General Aviation	All aviation activity <i>other than</i> military and scheduled airline and regular cargo flights, both private and commercial.
Hazard	Something that has the potential to cause harm to a person, loss of or damage to equipment, property, the environment or cause a reduction in the ability to perform a prescribed function.
Occurrence	Any unplanned safety related event, including accidents and incidents that could impact the safety of guests, passengers, contractors, organisation personnel, equipment, property or the environment. In this manual whilst occurrences involving flight safety and HSW are referred to as occurrences or incidents, those relating to environmental safety are called events.



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Operating Base	Site under the control of the Operator and used on a more or less continuous basis in connection with the direct delivery of aviation services. This includes any sites separate from aeronautical activities where chemicals for aerial application are stored under the control of the Operator.
Operator	A General Aviation company that is participating in the AIRCARE™ Programme.
Quality Assurance (Quality Management)	The process of verifying or determining whether products or services meet or exceed customer expectations
Risk	The effect of uncertainty on objectives.
Safety	The state in which the possibility of harm to persons, property or the environment is reduced to and maintained at or below a level through a continuing process of hazard identification and safety risk management.
Safety Management System	The comprehensive system designed to manage the safety, health, environmental and general risk aspects of an organisation. An SMS is the specific application of <u>quality management</u> to safety.
Safety Officer	The person who manages the SMS Programme on behalf of the CEO.



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1.7 Document Control

This manual shall be made available in electronic format as a .pdf document. Manual holders shall keep at least one copy in either electronic or printed format.

The AIRCARE™ Accreditation Rules is a controlled document that is managed by the AIRCARE™ Management Committee. Changes shall only be permitted by the substitution of pages authorised by the AIRCARE™ Management Committee and distributed to manual holders electronically in .pdf format. All manual holders, irrespective of whether their manual is kept in printed or electronic format, shall keep a record of amendments.

Each amendment action shall be recorded on the page titled RECORD OF AMENDMENTS and the LIST OF AFFECTED PAGES changed to reflect the issue dates of the new pages.

All other manuals and standards that form part of the AIRCARE™ Accreditation programme shall also be controlled documents.

In circumstances where operators do not already have a Document Control procedure to satisfy CAR Part 119 requirements, the following procedure shall be followed.

- The person responsible for keeping documents up to date shall be identified
- Operator generated controlled Manuals shall be identified by title and, on the front cover, copy number. Distribution & location of each copy will be identified within the Manual.
- All Controlled Manuals shall have their amendment status identified within the Manual.
- A Register of Controlled Documents will be set up and maintained by the Safety Officer. The register will list every document used by the organisation that requires control.
- The Safety Officer will ensure there is a current copy of each Controlled Document listed on the Register available for use by personnel.
- Obsolete Manuals and documentation shall be promptly removed from all points of issue or use.
- At each Management Review the validity of AIRCARE™ documents held shall be verified as the latest version by checking the documents held against the same document that is available on the AIRCARE™ website

1.8 Scope

This manual specifies the requirements for the AIRCARE™ Accreditation Program. AIRCARE™ requires a Safety Management System that sits above a number of codes of practice that have been adopted by different divisions of AIA. Each of these codes is a set of performance standards. Those codes currently include:

- NZS8409 Management of Agrichemicals (GROWSAFE® current issue)
- SPREADMARK™ Code of Practice – Aerial
- AIRCARE™ Code of Practice for Aerial Application of Vertebrate Toxic Agents
- AIRCARE™ Code of Practice for Sound Awareness
- NZ Aeromedical Air Rescue Standard v3 2018 D one

In terms of the RMA the first four codes are about managing discharges. Sound Awareness is about preserving amenity values whilst NZ Aero Medical Standard is a performance standard.

The manual is intended to be used by General Aviation enterprises who are members of the Aviation Industry Association. However, organizations who are not members of AIA may have access to the AIRCARE™ codes and accreditation processes in certain circumstances. These are detailed in 2.2

1.9 NZ Legislation

The AIRCARE™ Program is intended to facilitate compliance with the CAA Act 1990 and Civil Aviation Rules in particular the SMS Rule and other applicable legislation (which is referred to in the respective codes of practice).

The principles laid out in this manual or any of the codes of practice do not replace, repeal or override any laws (including statutes, regulations and rules), contractual common or otherwise that may be in force from time to time, nor do they prejudice any other remedies available to any party at common law.

Organisations need to have robust methods to ensure that they become aware of changes in laws and the effects that those changes may have on their operations.

Part 100 certificated operators are deemed to comply with the SMS requirements of AIRCARE™.

1.10 Compliance

For the purposes of this manual the word “shall” refers to practices that are mandatory for compliance and the word “should” refers to practices that are advised, recommended or are industry good practice.

1.11 Referenced Documents

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- Resource Management Act 1991 including the RM Amendment Act 2009
- AS/NZS ISO 31000 2009 Risk Management
- Aerosafe Risk Management for Aviation 2011
- Health and Safety at Work Act 2015
- Civil Aviation Rule Part 100

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1 Foreword

Aviation organisations in New Zealand are facing mounting pressure to improve their safety and environmental performance. This pressure is coming from not only the public through the regulators, but from the customers as well.

Aviation practices have come under the spotlight for the impact they have on the environment. This pressure has led to, and continues to lead to various pieces of legislation that require aviation organisations to properly manage their safety and environmental impact. A number of industry workshops have identified that environmental issues pose a significant threat to continued aircraft operations.

Consumer and political pressure in our export markets are leading to ever stricter standards, standards that New Zealand is required to comply with in order to access International markets.

This Programme provides the opportunity for aviation organisations to demonstrate their safety and environmental responsibility. By participating in the AIRCARE™ Accreditation Programme they will be playing their part in protecting the environment and their industry for now and for future generations. The codes of practice that make up this Programme are accepted as industry good practice guidelines.

Organisations that become accredited to the standards that are not environmental are sending a clear signal of their determination to demonstrate their commitment to high standards of safety and performance.

The principles laid out in this manual or any of the codes of practice do not replace, repel or override any laws, contractual common or otherwise that may be in force, from time to time, nor do they prejudice any other remedies available to any party at common law.

AIRCARE™ Management Committee

2 Rules for AIRCARE™ accreditation

2.1 Requirements and Responsibilities Initial Issue

To be AIRCARE™ Accredited an Organisation shall:

- 1) Be a paid up financial member of AIA. Non member organisations may apply for accreditation as specified in para 2.2
- 2) Own an up to date copy of this Manual complete with the applicable standards and Codes of Practice
- 3) Have established a safety management system or attained NZCAR Part 100 certification.
- 4) Provide a Statutory Declaration that the organisation is not currently being investigated or facing disciplinary action for any alleged malpractice in respect of environmental non-compliance
- 5) Agree in writing to be bound by the rules for the time being of the AIA, to agree to the terms and conditions of these Accreditation Rules which will be incorporated into the terms of a contract between the AIA and the applicant, and to operate IAW the rules and standards detailed in these rules, applicable codes of practice and their appendices and to abide by any decision brought upon that organisation by the AIA, and to promptly pay all subscriptions, levies and audit fees struck from time to time by AIA
- 6) Demonstrate to an AIRCARE™ Auditor a satisfactory level of compliance with the rules and standards in this manual, the applicable codes of practice and their appendices
- 7) Demonstrate to an AIRCARE™ Auditor that all the 13 elements of an SMS relative to the size of the organisation, have been adopted by the organisation IAW Civil Aviation Rules and that an active Quality Assurance Programme is in place.
- 8) Provide evidence (copies) to an AIRCARE™ Auditor that statistical returns required by CAA have been completed and forwarded to CAA for collation
- 9) With the exception of SPREADMARK, once accredited to an AIRCARE™ code of practice, an organisation is not permitted to undertake work covered by a different code for which it has not yet been accredited until it has received accreditation to that code. For example a helicopter organisation accredited to the NZAAA codes cannot convert its helicopter permanently to an air ambulance and operate as such until it has received accreditation to the relevant standard. The reverse also applies. Note that the AIRCARE™ Management Committee has the discretion to authorise temporary approval for an organisation to undertake activities outside of the scope of its existing Accreditation.

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2.2 Access to Accreditation processes for non-members of AIA

AIA recognises that it is desirable that all aviation businesses belong to the Association however there are some businesses who wish to have access to certain codes and the associated accreditation processes without becoming members of this organisation.

In these circumstances businesses shall complete the Accreditation Agreement Form and pay the non member rates for access to the accreditation process.

AIRCARE™ is the brand owned by the AIA. It will not be available for use by non members thus the process for accreditation shall exclude the issue of the final AIRCARE™ certificate however it will include:

- The issue of an AIRCARE™ certificate for Sound Awareness training
- The issue of a non branded accreditation certificate under the signature of the AIA stating that the applicant company has passed an audit to the same standard as an AIRCARE™ Audit
- Access to the complaints and disputes resolution procedures detailed in this document
- Audits conducted by the AIRCARE™ auditor

The applicable fees for non members are detailed in this document and are set from time to time by the AIA Council on recommendation from the AIRCARE™ Management Committee

2.3 Division Specific Applicable Standards

Division Specific Applicable Standards means the codes that are applicable to the type of work an organisation is engaged in.

The following diagram details what are the applicable standards and conditions for each AIA sector/division and to which they must be audited.

	EMS	TFO	FLT TRG	NZAAA	NZHA	AEANZ
(Spare)						
Sound Awareness	Y	Y	Y	Y	Y	
NZ Aero Medical Standard	Y					
(Spare)						
GROWSAFE®				Y*		
SPREADMARK™				Y*		
Vertebrate Toxic Agents				Y*		
(Spare)						

* = subject to these activities being undertaken

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Note that operators engaging in aerial application of fertiliser have the option to be accredited to SPREADMARK™. Such accreditation requires regular pattern testing (helicopters only) and NZAAA does not consider this good value for money whilst fertiliser physical properties remain so variable. Operators who spread fertiliser may become AIRCARE™ Accredited provided that in respect of fertiliser application, they:

- 1) Have a risk based programme assessing the relevant risks detailed in the Risk Assessment Table in Annex H to provide assurance that fertiliser is not spread into sensitive areas. E.g. waterways. AIRCARE™ requires that the risk-based documentation includes a record of the swath width, the wind speed and direction a GPS plot and any sensitive area. Recording the latter provides evidence that it has been identified and the risks it brings considered.
- 2) They satisfy the SPREADMARK™ section of the AIRCARE™ Audit checklist except that there is no requirement for a current pattern test. Helicopter buckets shall have a pattern test that pilots can use to assure evenness of spread.

The diagram above shows the minimum standards each division shall comply with to achieve Accreditation. One of the challenges this programme presents is that some aircraft are capable of carrying out many different roles. Helicopters for example can carry out at least 30 roles. Those organisations joining this Programme are entitled to use the brand on their aircraft and equipment once they have been awarded Accreditation. The brand is the same for each code that the organisation adopts. It is possible for one organisation to become accredited to all standards.

2.4 Accreditation Process

Any organisation seeking to apply for AIRCARE™ Accreditation shall apply to the CEO AIA on the form shown at Annex A enclosing the audit application fee. Following the audit, and irrespective of whether or not the organisation is accredited, the organisation shall be invoiced by the auditor for time and expenses, in accordance with their terms and conditions.

In making the assessment of an organisation the AIRCARE™ Auditor is required to use a checklist that has been approved by the AIRCARE™ Management Committee. This checklist shall be made available to the candidate upon request. If any findings are raised at this initial audit, the applicant organisation has three months to address the findings. Failure to do so shall oblige that organisation to remit another application fee and undergo a further audit. Further details of the audit process are set out in Section 3 of these Rules.

Following the audit the recommendation by the AIRCARE™ Auditor shall be forwarded to the Divisional EO or AIA CEO in the first instance. The EO or AIA CEO shall contact the relevant division(s) by emailing the auditor's recommendation to each committee member and the AIRCARE™ Management Committee.



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It is the relevant divisional committee that shall have the final choice as to whether or not a recommendation from the AIRCARE™ Auditor is accepted. The committees shall not withhold accreditation unreasonably.

In arriving at their decision, the committees shall consider the following criteria:

- The auditor's recommendation
- The organisation's past record of environmental responsibility

At the completion of these audits the auditor shall give the organisation a duplicate copy of the audit report that shall be filed in the organisation's QA Programme file along with the corrective/preventative actions determined by any audit findings. The auditor shall keep the other report copy on file for a period of five years and shall make it available to the AIRCARE™ Management Committee if called upon to do so as part of an investigation. Audit reports are otherwise confidential.

2.5 Decision Making Power of the Divisional Committees

Upon receipt of an accreditation recommendation from an AIRCARE™ Auditor, the divisional committee, after making such further inquiries as it thinks fit, shall:-

- 1) Award AIRCARE™ Accreditation by advising the AIA CEO to issue an Accreditation certificate in the relevant categories, or
- 2) Defer a decision, call for further written reports or written submissions from any person, and then, if satisfied that the criteria have been met, award accreditation; or
- 3) Determine to conduct a formal review on the application; or
- 4) Decline to award Accreditation
- 5) Advise the AIRCARE™ Management Committee of its decision

2.6 Avoidance of Conflict of Interest

No member of any committee considering an application for accreditation, renewal, withdrawal or withholding of any such certificate shall consider any application where he or she:-

- 1) Is a business competitor domiciled within a radius of 150 km of the applicant's base(s), or
- 2) Subject to (3) below, has a current business relationship of any type with the applicant that has not been formally declared and is accepted as not being inappropriate by every member of the committee, or
- 3) Has had any type or form of previous relationship with the applicant, which in the opinion of not less than one quarter of the committee considering the application, is of such significance that it should disqualify that person from exercising any decision making or recommendatory power in that particular application.

2.7 Certificate Issue

The AIA CEO shall issue each successful applicant for Accreditation with an AIRCARE™ Accreditation Certificate. Subject to these terms and conditions, Accreditation will continue until the expiry date referenced on the certificate. The certificate shall detail the types of activity that the Accreditation covers. This certificate shall be valid for one year from date of issue in the case of initial accreditation or a period of up to three years upon the recommendation of the auditor for subsequent renewals, provided that the certificate is not withdrawn or cancelled earlier by AIA. Note that this does not prevent AIA Council withdrawing accreditation as a disciplinary measure as detailed in Section 6.

The successful applicant must not alter, modify, deface or destroy the certificate. Subject to these terms and conditions, the successful applicant may publicise the fact that accreditation has been granted and use the certificate as evidence of accreditation. The successful applicant may copy the certificate provided that each copy is clearly identified as a copy. The original and any copies of the certificate shall remain the property of the AIA and shall be returned immediately if requested by the AIA or if accreditation is withdrawn or suspended. The certificate does not imply that any accreditation is approved by any Government or other Authority

2.8 Conditions for use of the AIRCARE™ Brand

The CEO shall grant the successful applicant (who is a member of AIA) rights under licence to use the AIRCARE™ logo, this being the trade mark brand belonging to

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AIA. The brand can be used to publicise accreditation. An accredited organisation may use the brand to have its aircraft, support vehicles, hangars, website and stationery printed with the logo.

The successful applicant must not:

- (a) engage in any conduct which might mislead, deceive or confuse any person in relation to; or
- (b) otherwise misrepresent the nature, status, scope or effect of its accreditation by the AIA

In the event accreditation lapses or is suspended, withdrawn or cancelled, all advertising using the brand shall be removed forthwith, and in any event within five business days of the lapse or withdrawal. Failure to carry out this requirement shall involve the organisation in enforcement proceedings.

An organisation that has not successfully completed the accreditation process detailed here may not use the AIRCARE™ logo under any circumstances.

2.9 AIRCARE™ Management Committee Responsibilities

The AIRCARE™ Management Committee (AMC) should comprise the President AIA and the Chairs of both NZAAA and NZHA. The AMC shall appoint its own Chairman. The AIRCARE™ Management Committee's role is to:

- 1) Manage the risks that the AIRCARE™ Programme brings to AIA and its members
- 2) Have oversight of the AIRCARE™ Programme
- 3) Authorise amendments to this manual
- 4) Approve audit checklists
- 5) Authorise temporary approvals IAW Section 2.1.8
- 6) Receive auditor's recommendations from the CEO via the Divisional Committees and assess in accordance with 1) above
- 7) Access audit information provided it is required for an investigation IAW Section 10.1
- 8) Receive accreditation recommendations from Divisional Committees IAW Section 2.4
- 9) Assess company ownership changes and continued AIRCARE™ status IAW Section 5.
- 10) Appoint audit providers IAW Section 7
- 11) Monitor auditor performance IAW Section 7.1

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- 12) Assess new rules and standards for integrity and risk to AIA and its members. The relevant AIA division/sectors shall develop their standards.
- 13) Assess Event Notifications that are received by AIA IAW Section 10.1
- 14) Appoint Investigation Committees IAW Section 10.2
- 15) Assess investigation reports that are received from Divisional Committees IAW 1) above and take recommendations to council in respect of investigations.
- 16) Consider accreditation term extensions when appropriate.
- 17) Regularly report to the AIA Council on the performance of the AIRCARE™ Programme

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3 Audits

Audits of the AIRCARE™ Programme are carried out only by auditors appointed IAW Section 7.

In the circumstances where a standard or this manual is amended *after* a field audit has been carried out but before accreditation has been awarded, the organisation undergoing audit shall comply with the version that was operative at the time of their audit. In the case of organisations having multiple bases, the auditor shall arrange the audit programme so that all operating bases are audited within every second audit cycle.

3.1 Initial Audit

It is sometimes unrealistic for a company to be able to demonstrate that it is complying with all the items in the applicable standards and its SMS at the time of initial audit. The items in question have been identified and are marked “IA” (Initial Audit) on the audit checklist. Demonstrating that these items are complied with is not required at the Initial Audit. In respect of these items, what the applicant organisation shall show is that the systems are in place to be able to comply. Actual compliance with these items shall be demonstrated at the next audit.

Agricultural Operators with more than one base may elect to have one base audited first, followed by the remainder of the bases in that audit cycle within one month of the first base. The operator may elect to undertake corrective actions between the first audit and remaining audits which shall be taken into account when the remaining sites are audited. That is the audit will identify and address the issues found at the base on the day of audit. The corrective actions period shall apply from date of audit of the last base to be audited in that audit cycle.

Where the AIRCARE™ Auditor is confident that the staff at each company base are fully integrated into the operator’s management system, the auditor will not audit such bases. The exception is where spraying operations are conducted from those bases. If spraying is undertaken from a base then the base will be audited against GROWSAFE® requirements and, at the auditor’s discretion, other elements of the AIRCARE™ Audit Checklist.

SMS Note. Part 100 certificated operators are deemed to comply with the SMS requirements of AIRCARE™. Part 100 Certificated operators may opt to include the AIRCARE™ SMS checklist in their audit as a means of external validation that their “internal auditing personnel have operational independence of the area’s being audited” (element 10.4 CAA24100-02) and provide assurance

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that “the operation of the internal audit programme is itself subjected to independent audit under the quality assurance programme” (element 10.7 CAA24100-02)

Quality Assurance elements of the AIRCARE™ that do not relate to SMS shall be audited.

3.2 Routine Audits - Re-Issue

Notwithstanding the audit requirements of other AIRCARE™ codes of practice included in the programme, AIRCARE™ requires that each of its accredited organisations shall have an AIRCARE™ Audit prior to the re-issue of its accreditation certificate. In carrying out this audit, the AIRCARE™ Auditor shall use the approved checklist and shall satisfy himself that the standard for initial issue of the Accreditation Certificate is at least being maintained, preferably improved. The auditor shall pay particular attention to the effectiveness of the organisation’s SMS, unless the operator is NZCAR Part 100 certificated and opts to be “deemed to comply” with the SMS elements of the audit checklist. The process for certificate re-issue shall be the same as for initial issue. The expiry date of this certificate shall be a period of one to three years after the expiration date of the previous certificate, depending upon the recommendation of the auditor and the deliberations of the Divisional Committee. The fee for AIRCARE™ Accreditation Re-issue Audits shall be the same as for the initial audit.

Organisations seeking re-accreditation may have their Routine Audit up to three months before or one month after their accreditation anniversary. Any findings raised shall be addressed within six weeks of the audit or their accreditation anniversary, whichever is the lesser time. Failure to do so shall oblige that organisation to remit another application fee and undergo a further audit, or forfeit accreditation. The period of accreditation shall commence from the expiry date of the expiring accreditation.

In the case of organisations having multiple bases, the conditions in 3.1 shall apply. The corrective actions period shall apply from the date of audit of the last base to be audited in that audit cycle.

See also SMS Note 3.1

3.2.1 Audits of New Bases

When an accredited agricultural operator opens a new base, AIA shall be advised of the opening date and an audit at that base shall be carried out generally within a period of six months of the date of opening, at the auditor’s



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discretion, provided that the lead pilot at that base has been in an equivalent role for at least two years. Where this last requirement is not met, the organisations accreditation shall be suspended until that base meets the accreditation requirements. The auditor's discretion is limited to the need to audit that base and timing of audit taking into account the experience of the lead pilot at the base concerned, mentoring arrangements, time to next scheduled accreditation audits and any other risk factors. This paragraph shall take effect from 30th June 2014. See also Paragraph 3.1.

3.3 Terms of Accreditation

The auditor shall recommend a period for accreditation(s) taking account of the compliance history of the Operator and the factors set out in the following table:

Accreditation Period	Guideline Criteria
1 year	<ul style="list-style-type: none">a. New applicant, orb. Critical non-compliances identified in audit, orc. Observations made during on-site audit indicate that processes are not fully embedded, ord. Strong quality culture not apparent during course of audit, ore. Strong safety culture not apparent.
2 years	<ul style="list-style-type: none">a. Re-accreditation audit, andb. No critical non-compliances, andc. Non-compliances are less than 10% of the total number possible.
3 years	<ul style="list-style-type: none">a. Re-accreditation audit, andb. No critical non-compliances, andc. Less than 3% of the total number of possible findings are non-compliant, andd. Processes are well-embedded, ande. Strong quality culture is apparent, andf. Strong safety culture is apparent.

3.3.1 In the case where an operator has let accreditation lapse for a period exceeding one year, the renewal accreditation term will be at the discretion of the AMC irrespective of that operator's performance at audit.

4 Action in the Event Accreditation Certificate is withheld

If the applicant company is refused accreditation, the applicant may re-apply for accreditation once the shortcomings have been addressed. This application shall be made in the same way as initial application was made. i.e. by completing the

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AIRCARE™ Accreditation Application Agreement Form. The AIRCARE™ Auditor shall then be required to re-assess the applicant. In doing so, the auditor may exercise their discretion as to whether or not another full audit is required. Following the re-audit, they shall again make their recommendation and the Divisional Committee shall re-assess their findings and issue the certificate if appropriate.

5 Organisation Change of Ownership, and other changes

Where an AIRCARE™ Accredited organisation sells or disposes of all or part of the operation, the new owners shall make application to the AIRCARE™ Management Committee for the Accreditation to continue until the due date for renewal. In considering this application the AIRCARE™ Management Committee shall consider the following:

- Personnel changes, including the senior persons, in the new organisation
- Advice from the AIRCARE™ Auditor
- Any factual information relevant to the change in ownership status

In the event that the AIRCARE™ Management Committee decision is to decline Accreditation, the new organisation shall be requested to apply for re-issue of AIRCARE™ Accreditation.

Where an AIRCARE™ Accredited organisation purchases another organisation, unless that organisation was already accredited in its own right, the overall organisation must satisfy the AIRCARE™ Management Committee that the new combined organisation meets the standards required to hold accreditation. At the discretion of the AIRCARE™ Management Committee, the organisation may be required to undergo another audit at its own expense to establish the compliance of the new combined operation. It is not the intent of this programme to disrupt business continuity in any way and accordingly it is highly recommended that when businesses are to change hands that the AIRCARE™ Management Committee is kept abreast of developments in a timely fashion.

The applicant must promptly inform the AIA of any change in its operations or structure or premises or facilities or service that is likely to substantially or materially affect its accreditation. Dependent on these changes, the AIA will determine whether another audit is required, and will notify the applicant of its decision.

6 Action in the Event Accreditation Certificate is Withdrawn or suspended

The only body that can withdraw an organisation's Accreditation Certificate is the AIA Council on the advice of the Investigating Committee appointed by the AIRCARE™ Management Committee. In reaching the decision to withdraw a certificate the Council shall consider the following:

- a) The organisation's past event history determined from the organisation file at AIA Office or elsewhere
- b) The quantity of services provided as determined from the organisation's statistical returns
- c) The severity of the event or combination of events that bring the organisation's certificate under review as determined by an onsite investigation
- d) The degree of negligence (if any) shown by the organisation as determined by industry good practice
- e) The actions the organisation takes to rectify any third party damage caused by its actions in both the event under review and all earlier events (if any) as determined by the investigation which, in this respect, shall include testimony from both the organisation and those affected by its actions

AIA may suspend the Accredited Operator's Accreditation with immediate effect by giving notice to the Accredited Operator, if AIA reasonably believes that accreditation is no longer appropriate. If the successful applicant's Accreditation is suspended:

- (a) AIA must, within 30 days of notifying the applicant of the suspension, provide the Accredited Operator information outlining the steps that need to be taken by the Accredited Operator to enable the suspension to be lifted;
- (b) the Accredited Operator must immediately take all steps necessary to enable the suspension of its Accreditation to be lifted; and
- (c) the Accredited Operator must take all steps reasonably required by AIA to prevent the public being misled or otherwise harmed.

If AIA is satisfied with the remedial action taken by the applicant, AIA may lift the suspension of Accreditation by notifying the Accredited Operator.

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AIA may cancel any Accredited Operator's Accreditation with immediate effect by giving notice to the Accredited Operator if its Accreditation has remained suspended for a period of more than 90 days.

If any Accredited Operator's Accreditation expires or is cancelled the relevant Accredited Operator must immediately:

- (i) pay to AIA all amounts due but unpaid by the Accredited Operator;
- (ii) cease using any certificate licensed in connection with the Accreditation;
- (iii) withdraw from public display and return to AIA, as required by AIA, the original and all copies of the certificate;
- (iv) cease all advertising, promotions or other publication of the fact of Accreditation;
- (v) take any steps reasonably required by AIA to notify staff, customers and suppliers of the expiry or cancellation of the Accreditation;
- (vi) take steps to re-paint or redecorate signage or other parts of the Accredited Operator's premises and promotional and advertising media to remove the references to Accreditation; and
- (vii) stop using AIA confidential information and, at AIA's option, return to AIA, or destroy and certify in writing to AIA the destruction of, all AIA confidential information, and take all other necessary steps to ensure that third parties are not misled to believe that the Accreditation has not expired or been cancelled or withdrawn.

Following any suspension to the Organisation's Accreditation Certificate imposed by the AIA Council, the affected organisation has the right to re-apply for Accreditation. The application shall be treated IAW the conditions detailed in Section 3 Routine Audits – Re-issue.



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7 Appointment of Auditors

The AIRCARE™ Management Committee shall appoint AIRCARE™ Auditors. In selecting auditors, the committee shall give precedence to applicants for that role who are qualified to carry out other audit requirements of the applicant organisations in an effort to minimise the audit costs and time commitments to organisations requiring an audit. Other requirements for an AIRCARE™ Auditor are:

- a) To have successfully completed a lead auditor's course, and
- b) To have an understanding of the issues involved in the applicant company's operations

To protect the value of the AIRCARE™ brand, a specialist auditing company shall be contracted to provide auditing services for this programme.

7.1 Verification of Auditing Standards

In order that AIRCARE™ Management Committee and interested organisations can be assured that an AIRCARE™ Auditor is performing satisfactorily, the audit company shall be required to provide verification from its own resources at periods not exceeding three years throughout the time that their contract runs.

8 Quality and SMS System

Each organisation seeking accreditation shall demonstrate to the AIRCARE™ Auditor that it has all the 13 elements of an SMS in place unless the operator is NZCAR Part 100 certificated and opts to be “deemed to comply” with the SMS elements of the audit checklist. Part 100 certificated operators may use the AIRCARE™ SMS checklist as independent validation of their internal systems. The AIRCARE™ Safety System Manual Guide (SSMG) has been developed to assist. But accredited operators also need to demonstrate they have an effective Quality Assurance (QA) Programme

It is appreciated that some organisations will already be running a formal Quality Management System IAW their CAA Operating Certificate. Those organisations shall continue to use that system if they choose. Those organisations that do not have a formal QA system in place shall use the following guidance to meet that requirement. The QA requirements can be documented in a separate place or can become Element 14 in the Safety System Manual they develop. The QA Programme shall include:-

- A Quality Policy
- Quality Indicators
- A Recording System
- Documented Corrective Action
- Documented Preventative Action
- Documented Internal Audit Programme
- Documented Management Reviews
- Documented process to measure the effectiveness of QA Programme

8.1 Quality Policy

Each organisation shall provide a written Quality Policy statement. This statement should explain what the organisation wants to achieve in respect to quality and how it shall be achieved. (See Example Annex G)

8.2 Quality Indicators

The following are examples of Quality Indicators. This list may be regarded as the minimum requirement. Any of the following occurrences shall be recorded:

- Complaints and concerns from customers
- Complaints and concerns from the public
- Occurrences and accidents in all facets of the business
- Complaints and concerns from staff
- Comments from the pilot check and training organisation/person
- Compliments from customers, staff or the public
- Audit findings
- Deviations from AIRCARE™ codes of practice
- Insurance claims

8.3 Recording System

The key to a successful QA Programme is the recording system. This does not necessarily have to be elaborate. Whatever method is used it shall provide the evidence that an auditor needs to determine whether the quality policy is active and effective.

An example of a recording form that meets the requirements appears as Annex C but for simplicity, the version in the SSMG Guide may be more useful. It has places to record corrective action, preventative action, the results of the internal audits and the results of the management review. In any case, the recording system shall include a file where all corrective and preventative actions are filed along with the results of all audits and management reviews. All staff shall be required to use these forms to report hazard identification and record occurrences/defects/ concerns/complaints and compliments.

8.4 Corrective Actions

In this section the actions taken to correct the occurrence or concern must be recorded. This should be kept brief. It is better after all to direct attention to correcting the problem rather than writing pages of what the corrective action was.

8.5 Preventative Action

In this section, the action taken to prevent a re-occurrence shall be recorded, the amount of detail being consistent with the nature of the defect or occurrence.

8.6 Internal Audit

An internal audit should not be confused with either the AIRCARE™ audits or CAA Audits. Both of those are external audits that are carried out to assure external organisations that certain standards are being met. On the other hand, internal audits are carried out to satisfy the *organisation* that standards are being met. To meet the internal auditing requirement of the quality assurance programme used for both CAA and AIRCARE™, organisations shall appoint a person to carry out internal audits to confirm that continuing compliance with the rules and standards is achieved. Depending on the size of the organisation, this person could be the CEO, Chief Pilot or any person the organisation chooses to engage for the task. The internal auditor is responsible to record the date of the audit in the QA Programme file along with any findings they raise. Internal Audits shall be carried out at no more than six monthly intervals.

8.7 Management Review

The Management Review process means that the CEO of the organisation shall carry out their own check on the entire QA Programme to ensure that the Programme is

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being carried out correctly, meets the requirements for accreditation as detailed above, and who follows through the various corrective/preventative actions to see that they are achieving the high standard of quality required for accreditation. From their perspective, a recurring defect identified by the programme would indicate that the corrective/preventative actions for that defect were inappropriate and it is their responsibility to rectify the problem by modifying the corrective/preventative action.

Management Reviews shall take place immediately following each internal audit and/or as scheduled and shall be recorded in the QA Programme file.

Where audits provide recommendations (ie where compliance is voluntary) the Management review shall also consider each recommendation and either assign it for implementation, and record a proposed timing for implementation, or shall record a brief note as to why the recommendation has not been adopted.

Management Reviews shall take place at intervals not exceeding six months.

8.8 Safety Management System

The whole point of SMS is to anticipate failures in the system *before* they happen and become occurrences /accidents. Once the process of identifying hazards and assessing their risk has been effectively developed, organisations should see the number and severity of occurrences reduce.

A Safety System Manual Guide can be downloadable free of charge from www.aircare.co.nz/resources Organisations not already having an SMS may use this template to build their own. There is no compulsion to use this template but it does cover all the elements of SMS that CAA requires and all the elements of HSW..

Formal training in SMS is not a prerequisite for this program however participation in risk and hazard management training is encouraged. AIA shall offer training courses tailored towards professional development of participants in the AIRCARE™ Program. These courses shall be presented either; face to face, and/or webinar and/or distance learning.

AIA is also investigating options to provide a reporting mechanism under AIRCARE™ that is not CAA aligned that will disseminate safety information to the industry on a regular basis. This will assist organisations to set some of their safety goals and targets on the basis of industry wide good practice. These could be included in the organisation's processes for educating staff about specific hazards and their management in that organisation.

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9 Standards

The standards that have been adopted by the AIRCARE™ Management Committee and to which this manual refers are:

- 1 NZS8409:2004 Management of Agrichemicals (GROWSAFE®)
- 2 SPREADMARK™ Code of Practice - Aerial
- 3 AIRCARE™ Code of Practice – Discharges - Vertebrate Toxic Agents
- 4 AIRCARE™ Code of Practice - Amenity Values – Sound Awareness
- 5 Spare
- 6 Spare
- 7 NZ Aeromedical Air Rescue Standard v3 2018 D one

AIRCARE™ Accreditation Audits measure compliance with all or some of the above. (Refer Section 2.2 of these Rules) CAA Audit reports for both CAA Rule compliance and HSE compliance shall be made available to the AIRCARE™ Auditor upon request.

10 Events

10.1 Event Notification

AIRCARE™ accredited organisations shall report to AIA any occurrence where a deviation from an AIRCARE™ code of practice has led to an investigation by a regulator or contracting organisation. In all cases the event shall have already been recorded in the organisation's QA Programme requirements IAW Para 8.2. Reports can be made to either AIA Office or the relevant divisional Executive Officer who shall maintain a database of incidents.

Note that these are not usually the same incidents as an organisation reports to CAA under CAR Part 12. Those are incidents where flight safety has or might have been compromised whereas the ones required by this section are when environmental safety has or might have been compromised. A few examples of reportable incidents are:

- A deviation from an agreed flight path under Sound Awareness guidelines
- Suspected or alleged chemical trespass
- A suspected non-consented discharge into water

On receipt of this notification, or if it is notified by a third party, AIA shall communicate with the AIRCARE™ Management Committee whose responsibility it is to decide whether or not to mount an investigation. If the nature of the incident dictates that an investigation should take place, the AIRCARE™ Management Committee shall appoint an Investigating Committee to investigate it.

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Events may also be reported to AIA by regulators, and other industry organisations and third parties. This manual does not imply that environmental safety should take precedence over flight safety.

10.2 Investigating Committee

When appointing an Investigating Committee the AIRCARE™ Management Committee shall appoint three persons including an independent + their Divisional Executive Officer (if applicable) who shall carry out the investigation for which they have been selected. In selecting the three persons, consideration shall be given to avoid any conflict of interest and the selection is to include persons who have expertise in the type of activity giving rise to the event. Any Investigating Committee established shall report to the AIRCARE™ Management Committee who in turn shall bring its recommendation to the relevant division for endorsement before the recommendation goes to AIA Council for final approval.

The Investigative Committee has the power to co-opt specialists (e.g. pilots, chemical, noise and health experts to assist as necessary) Any such person co-opted shall have the right to speak and discuss the topic, but unless he or she is also a committee member, a person so co-opted, shall have no right to exercise a vote.

The organisation that is being investigated is required to meet the direct costs of the investigation. Typically this will involve paying for travel, accommodation and the fees and disbursements of any specialists that are utilised.

Each Investigative Committee shall, on its first meeting, elect a Chairman. Following consideration of the material placed before it by any person who has a proper interest in the proceedings, and the organisation or its representative, the Investigative Committee recommends to the AIRCARE™ Management Committee: -

- 1) No action be taken; or
- 2) A formal written warning be issued; or
- 3) Recommend withdrawing the organisation's AIRCARE™ Accreditation under these provisions.

The AIA CEO shall notify the subject organisation of the Council's decision and the reasons for that decision in writing within two weeks of the investigation being completed.

10.3 Appeal Rights

Any organisation dissatisfied with the decision may, within ten working days of receipt of the written decision, by letter addressed to the AIA President, request that it be heard in front of the AIA Council. That hearing shall normally be held at the next regular AIA Council Meeting. The organisation may represent itself at the hearing, or appear by agent or council. Any other person may, at the request of the AIA Council, also attend, but shall have no right to vote.



10.4 Hearings

Subject to the law of New Zealand, AIA Council and any Committee of the AIA may regulate its meeting and hearings procedures in such a manner as it thinks fit.

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11 Research and Development

AIA is committed to its members delivering quality services. Accordingly, the AIA Council shall use its resources to fund research and development that benefits both the members and the customers. This R & D initiative is a vital component in keeping the industry at the leading edge of technology. Whilst much expertise already exists within New Zealand, the Council should also investigate the option of using foreign personnel from time to time in an effort to ensure that the AIA is keeping abreast of international technology.

Funding for R & D should come from member's subscriptions, special levies, government funding or sponsorship.

12 Liability and Litigation

AIA is required to hold an insurance cover to protect itself, the elective committees and the investigative committees against any legal action which might arise as a consequence of carrying out the provisions of this manual.

Accredited Operators should maintain the following insurance cover:

- \$5 million public liability insurance;
- \$1 million fire suppression insurance (under Forest & Rural Fires Act 1977);
and
- \$500,000 statutory liability insurance.

13 Continuing Professional Development (CPD)

AIA encourages continuing professional development (CPD) and shall reward those organisations who strive for excellence. Those organisations that so desire to voluntarily commit to a higher level of compliance than this programme currently requires may have their CEO and Safety Officer complete a Diploma in Risk Management or Safety Management Systems or Regulatory Oversight and Governance. Upon providing evidence of the relevant personnel qualifying in any of these diploma courses, those organisations shall be considered for AIRCARE™ Elite status by the AMC. *Note that Elite Status requirements are currently under review.*

As all elements of SMS are adopted by organisations, CPD will be developed as the measure for accreditation renewal periods to be reviewed. See Annex H for details.

Persons who are not employed by an aviation organisation may choose to gain a qualification that is issued IAW the AIRCARE™ Programme to enable them to demonstrate their commitment to good practice without the burden of becoming

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Accredited. For example a private pilot or private owner may choose to qualify as an AIRCARE™ Pilot by successfully passing the assessment on Sound Awareness.



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14 SECTOR/DIVISION SPECIFIC SECTION

14.1 NZAAA

14.1.1 Initial Issue of Accreditation

To be AIRCARE™ Accredited in Agricultural Operations an organisation shall:

- 1) Satisfy the requirements in Section 2.1
- 2) Demonstrate to an AIRCARE™ Auditor that base(s) meet the environmental standards as detailed in the relevant codes of practice. (See 4,5,6 below)
- 3) Provide evidence to an AIRCARE™ Auditor that Chemical Liability Insurance to the value of at least \$250,000 is held and that Public Liability Insurance of at least \$5,000,000 is held.
- 4) Shall hold GROWSAFE® Accreditation if it applies or intends to apply any liquid formulations. (Note that the GROWSAFE® audit requirement shall normally be met at the same time as AIRCARE™ Accreditation audit)
- 5) Shall hold SPREADMARK™ Certification – Aerial if it is the intention to apply any solid fertiliser formulations except as detailed in Section 2.3.
- 6) Shall hold VTA Accreditation if it is the intention to apply poisoned baits.
- 7) Provide evidence that when applying fertiliser, agrichemicals or VTA, GPS plots of these operations are kept for a period of not less than two years.
- 8) Provide evidence that worksite hazards are identified by the Contract Principal (landowner/customer) and the crew.
- 9) For the issue of accreditation in any category the applicant shall:
 - (I) Have a chief pilot, or grade 1 pilot, who has undertaken a minimum of 100 hours' productive hours in that category of operations, or,
 - (II) A chief pilot, or grade 1 pilot, who has undertaken a minimum of 20 hours' productive in that category of operations subject to;
 - a) Client testimonials confirming compliance and competency in operations undertaken for them in the same category
 - b) No serious incidents/occurrences during operations in the same category
 - c) Producing GPS data to show compliance and competence in operations of the same category
 - d) Evidence to show the Chief Pilot, or grade 1 shall be directly supervising operations of the same category

Notes

1. For VTA application productive hours do not include time on pre-feed operations
2. Testimonials confirming compliance shall be written and include details identifying the person providing the testimonial and their credentials
3. Direct supervision means that the supervisor is on site supervising the pilot or flying on the same operation

14.1.2 Flight Safety and Third Party Risk

In October 2002 the incumbent Director of Civil Aviation wrote to NZAAA and detailed conditions for protecting the interests of third parties when agricultural operations were taking place in the proximity of dwellings. NZAAA has adopted these conditions as industry good practice and organisations shall abide by them. The letter reads:

“The following details the manner in which agricultural operations may take place in non-congested areas. For the purpose of agricultural operations, a non-congested area is a non-populous area.

It is recognised that agricultural operations under 500’ should not compromise the safety of persons or property on the ground and that where possible, operations in the vicinity of dwellings should be avoided.

It is also recognised that agricultural aircraft may, from time to time, be required to operate in close proximity to dwellings. Such activities are permitted in accordance with CAR Part 137.63 provided no hazard is created to persons or property on the ground.

The following are guidelines to permit agricultural operations to take place in close proximity to dwellings in a manner that does not create a hazard to persons or property on the ground.

- a) CAR Part 137.63 must be complied with, and
- b) The aircraft maintains a minimum height over the dwelling of 100 feet, and
- c) The angle of bank does not exceed 20 degrees whilst in the proximity of the dwelling, and
- d) The minimum speed to be maintained is 1.4Vs. in the case of aeroplanes and translational flight in the case of helicopters, and
- e) The dwelling can be avoided in the case of engine failure.

Notwithstanding the above, agricultural operations should be conducted so as to create a minimum of disturbance to persons on the ground (e.g. noise, drift). Where it is necessary to work in close proximity to dwellings it is highly recommended that the occupants are notified of that intention.

The forgoing recognises the intensive training that a pilot must undergo to qualify as an agricultural pilot.”

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14.1.3 Warranty

All agricultural work carried out by AIRCARE™ Accredited Agricultural Organisations shall carry a guarantee covering flying performance. The effectiveness of herbicides, insecticides, fungicides, fertilisers and all products applied by an organisation are expressly excluded from this warranty unless it can be shown beyond reasonable doubt that the standard of application was the sole cause for the ineffectiveness of the product. This warranty covers the cost of re-application of the material only. Organisations are not responsible for replacing products applied.

The organisation shall resolve any disputes arising from this clause in the first instance. If the organisation is unable to resolve the dispute it shall advise the client of the existence of the conciliation facilities provided by NZAAA.

In the event NZAAA is asked to conciliate in a dispute between an Accredited organisation and a client, the Chairman of NZAAA shall arrange for two members of the NZAAA Executive, assisted by an external consultant or advisor to investigate the complaint/dispute and to resolve the matter either directly with the client concerned or through an agent whom the client appoints. If resolution is not possible, then the parties agree the matter is to be determined by a majority decision of the NZAAA Executive Committee, whose decision in the matter shall be final and binding

Where any warranty work is to be carried out, the organisation's liability shall not exceed the cost of re-application.

The cost of NZAAA conciliation shall be met by the organisation involved.

14.1.4 Equipment

No AIRCARE™ Accredited Agricultural Organisation shall operate an aircraft which does not meet the maintenance requirements determined by Civil Aviation Rules in force at the time, neither shall ground support vehicles be operated unless they comply with the requirements of the Land Transport Safety Authority, and all other mandatory legal requirements.

In respect to calibration and pattern distribution, each AIRCARE™ Accredited Agricultural Organisation must be able to deliver on demand, a certified graph showing the distribution pattern of all of its distribution equipment currently in use.

If called upon to do so, operators need to provide evidence that spreading equipment remains unchanged from the time it was originally pattern tested.

When an organisation utilises more than one identical piece of spreading equipment, the pattern testing requirements can be met by testing just one item



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In respect of Spreadmark pattern testing requirements these changed in February 2015 and are now less onerous for fixed wing operators. The code can be downloaded at the link below. See Pages 83 and 84 for the detail

<http://www.fertqual.co.nz/download.php?view.6>

14.1.5 Airstrips and Helipads

It is the responsibility of each NZAAA Accredited Organisation to ensure that airstrips and helipads used by its aircraft meet the minimum requirements as detailed in Annex NZAAA 1. In carrying out this requirement, it may choose to delegate the responsibility to its pilots.



14.1.6 ANNEX NZAAA 1

AIRSTRIPS AND HELIPAD STANDARDS

1 AIRSTRIPS

The following standards should apply to all airstrips used by NZAAA Accredited organisations whilst operating single engined agricultural aircraft. Refer also to Best Practice Guideline “Farm Airstrips and Associated Fertiliser Cartage, Storage and Application” from CAA.

1.1 LENGTH

An airstrip must be sufficiently long to permit the type of aircraft using it to be able to be in controlled flight at the threshold under the following conditions: -

- a) The aircraft is carrying its full legal load permitted under CAR Part 137
- b) The aircraft is carrying fuel for 1.5 hours
- c) Nil wind conditions
- d) International Standard Atmosphere (ISA) conditions

1.2 SLOPE

Maximum slope shall not exceed 1 in 5 (20%)

1.3 WIDTH

The minimum width of the runway itself should be not less than 15 metres.

1.4 SIDE CLEARANCES

The desired airstrip width is 40 metres with a minimum of 30 metres if terrain or other obstacles make 40 metres unobtainable. The whole of the defined area of the airstrip should be suitably prepared for the needs of the aircraft that are expected to use it.

For the purposes of this requirement the side clearances may be sloped from the edge of the runway to a maximum slope of 1 in 10 (10%)

1.5 END CLEARANCE

1.5.1 Take Off

The Take off path shall be unobstructed at a gradient of 1 in 30 (3.3%) No fence shall be in the take off path for a distance of 185 metres from the end of the strip.

1.5.2 Landing

As far as is practicable, the overshoot area of the strip shall be unobstructed by the fertiliser bin or any other structure.

1.6 SURFACE

Airstrip surfaces shall be smooth over the full area. The definition of smooth is that the airstrip is capable of being driven over in a motorcar at 80 kph in reasonable comfort.

1.7 LOADING AREA

The minimum loading area shall be 40 metres square, sloped to shed water away from the airstrip. The surface should be hard and smooth.

The loading area shall be secured against unwanted stock and visitors. Signs warning of loading operations shall be displayed at the end of the airstrip access road whilst the airstrip is in use.

1.8 FENCING

The airstrip and loading area shall be completely fenced so that stock can be reliably excluded. If the airstrip is contained within a larger well fenced paddock the area must be free of places where stock can be obscured from the pilot's view. e.g. gullies, bush etc. This will permit a reliable aerial inspection to determine that no stock are present in the paddock.

Any fence situated at the take off end of the airstrip shall be placed so that the top wire of the fence is at least one metre below the airstrip surface.

1.7 FERTILISER BINS



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The main requirement for any solid fertiliser storage facility used is to keep the fertiliser in a free flowing condition. Avoidance of the fertiliser becoming wet or otherwise contaminated with foreign material is paramount. The facility should also be designed such that the fertiliser can be extracted using the conventional loading buckets currently in use.

The minimum design features of such a facility include:

- Water/weather proof (i.e. with a tarpaulin, roof and doors/shutters)
- Concrete floor which includes a damp course to prevent moisture entry
- A barrier at the facility entrance to prevent stock from entering

Further recommended features:

- Concrete walls or equivalent structures that prevent moisture entry and are structurally suitable to contain the fertiliser while being loaded with current bucket loaders
- A recommended bin width of 5.5m – (to suit the dimensions of commonly used loading equipment)

1.8 ACCESS TRACKS

The slope, surface and camber of the access track to the airstrip shall be suitable for the safe carriage of a four-axle truck, either empty or fully loaded.

1.9 WIND INDICATOR

A reliable wind indicator shall be erected when the airstrip is in use. Ideally, this wind indicator shall be positioned mid-way along the airstrip unless local knowledge suggests a better position. In any event the wind indicator must be able to indicate the direction and strength of the wind to a pilot during the take-off and approach phases of flight.

1.11 AIRSTRIP REPORT

In order to maintain the standards detailed in this part of the Manual and to assist in the application of the HSE Act, where a hazard has been identified, an airstrip and bin report form is to be prepared by the pilot and driver and submitted to the airstrip owner on the completion of each job. This form, a copy of which appears overleaf shall be completed in ink and in duplicate and the organisation is responsible to hold the duplicate copies on file at the organisation's base.



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ANNEX NZAAA 1A AIRSTRIP RISK CHECKS

Date:Airfield Owner/ Occupier Name:.....

Pilot Name:Loader Name:.....

Aircraft Type:.....Aircraft Reg: **ZK**.....

Airstrip Position:Job Number.....

Item Checked	OK	Not OK
Comments		
Runway approach/takeoff paths safe		
Runway length/slope satisfactory		
Runway width satisfactory		
Runway surface satisfactory		
Braking action satisfactory		
Wind Indicator satisfactory		
Fencing/obstacle/wire clearance satisfactory		
Weather satisfactory for the contract job		
Load Checks		
Aircraft load – adjusted for conditions		
Material flow checks satisfactory		
Job Hazard Briefs		
Runway hazard brief from owner received		
Job hazard brief received from Principal		

Pilot Signature.....

Date/Time

Hand to loader/driver for retention.

Loader/driver to file with the Organisation’s Quality Manager or other delegated person on return to home base.



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2. HELIPADS

The following standards should apply to all helipads used by NZAAA Accredited Organisations whilst operating either turbine or piston engined helicopters on aerial agricultural operations.

2.1 DIMENSIONS

2.1.1 TALO shall be large enough to accommodate at least 75% of the helicopter skids along the helicopter's longitudinal axis and wide enough to accommodate the skids. In the case of helicopters with wheeled undercarriages, the TALO shall be a minimum area of 120% of the dimensions of the helicopter's undercarriage in both longitudinal and lateral axis provided that the helicopter is fitted with wheel brakes and they are used.

2.1.2 The helipad shall be a minimum diameter of 150% of the helicopter's overall length.

2.1.3 Helicopter operators are not required to document the unlicensed helipads they use

2.2 SLOPE

The maximum slope in any direction shall not exceed 1 in 10 (10% or 9 degrees) unless the helicopter flight manual specifies less in which case the maximum slope specified in the flight manual shall be complied with.



14.2 NZHA

There are currently no specific rules developed for this sector/division

14.3 Search and Rescue

It is intended to adopt the new standard for Air Ambulance/Air Rescue Search and Rescue Standard dated December 2016 and any subsequent amendments. Air Ambulance Operators applying for accreditation post December 2016 will be audited to that standard NZ Aeromedical Air Rescue Standard v3 2018 D one

15 AIA CEO Responsibilities

The AIA CEO is required to fulfil the administrative role in running this accreditation Programme. Those responsibilities are:

- 1) Ensure the AIRCARE™ Accreditation Manual is available and revised as appropriate, complete with the appendices.
- 2) Ensuring a register of accredited operators is maintained
- 3) Ensure applicants for AIRCARE™ Accreditation have signed the Accreditation Agreement and provided a Statutory Declaration IAW 2.4.
- 4) Ensure that the correct fee accompanies the application.
- 5) Promptly advise auditor of applications for AIRCARE™ Accreditation.
- 6) Receive Accreditation recommendations from auditors and promptly pass these onto the divisional EO (if applicable) or divisional committee.
- 7) When the committee confirms that an organisation has achieved accreditation, promptly issue that organisation with a Certificate of Accreditation for the appropriate categories and an .eps version of the AIRCARE™ logo.
- 8) Promptly advise the AIRCARE™ Management Committee when events are notified.
- 9) Promptly notify affected organisations of any AIA Council decision in respect of an investigation.
- 10) Maintain an insurance cover IAW Section 12.
- 11) Ensuring that accredited organisations are notified within one month of accreditation expiry that they have lost accreditation privileges and status and pass this information to the AIRCARE™ Management Committee.
- 12) Ensure that all information on organisations' AIRCARE™ Accreditation status is placed on the AIA website and is kept up to date.

ANNEXES

ANNEX A – Accreditation Agreement Form

ACCREDITATION AGREEMENT FORM

THIS AGREEMENT BETWEEN

.....

in this document called “the Applicant”

AND

Aviation Industry Association of New Zealand Incorporated

NOW THIS AGREEMENT RECORDS

- 1) That the Applicant is applying to the Association to participate in the accreditation procedures for AIRCARE™ Accreditation Programme under procedures for the time being applied.
- 2) The Applicant agrees to be bound by and observe the obligations and requirements in the AIRCARE™ Accreditation Rules,
- 3) That the Applicant is the holder of a current Aircraft Organisation Certificate Number (If applicable)
- 4) This agreement is in addition to, and shall not derogate from any other agreement already executed or otherwise in force between the parties, although, if there is any inconsistency or contradiction between this agreement and any other arrangement, then, to the extent of such inconsistency or contradiction, the terms and conditions of this agreement shall prevail.
- 5) The Applicant consents to the AIA CEO or delegates making such inquiries as AIA believes necessary from any person or agency, for the purposes of this application and the continuing provision of accreditation status to the Applicant.
- 6) In consideration for the application for Accreditation, the Applicant hereby agrees:-
 - a) If an AIA Member, to be bound by the Constitution and Rules for the time being of the Aviation Industry Association of New Zealand Incorporated
 - b) To operate in accordance with, and to be bound by, the rules and standards detailed in the AIRCARE™ Accreditation Rules as amended from time to time;

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- c) To accept as final and binding, any decision taken in relation to accreditation by a duly convened meeting of the AIA Advisory Council;
- d) To promptly pay all subscriptions and fees lawfully imposed by the AIA
- 7) The Applicant acknowledges and agrees that purpose of The AIRCARE™ Safety System Manual Guide (SSMG) is to provide guidance and information on standards, practices and procedures which the AIA considers consistent with the relevant parts CAR Part 100 and HSW Act 2015. Furthermore, the Applicant acknowledges and agrees that the guidance and material in the AIRCARE™ Accreditation Rules:
 - (a) is not intended to be the only means of compliance with a rule, where relevant, and are not exhaustive;
 - (b) does not detract from, and must be read in conjunction with, all relevant statutes, regulations and rules, the common law, and the relevant Civil Aviation Authority Advisory Circulars; and
 - (c) may be changed, from time to time, by updates being loaded on the AIA website and Accredited Participants will be alerted to this by the AIA's regular e-mailed update, because of the changing nature of the environment and the laws.
- 8) The Applicant acknowledges and agrees that AIRCARE™ Accreditation Programme, and AIRCARE™ Accreditation Rules generally, are intended to provide accurate and adequate information pertaining to the subject matter, within the limitation of the size of that publication. Nevertheless, the SSMG and the AIRCARE™ Accreditation Rules have been prepared and are being made available to all relevant persons and entities strictly on the basis that, to the fullest extent permitted by law, its authors, and the AIA, its officers, employees and contractors, fully exclude any liability (including by negligence, and whether direct, indirect or consequential) by any or all of them in any way to any person or entity for or in relation to any loss, costs, claims, damage or expenses:
 - (a) in respect of or arising out of any reliance in part or full, by any such person or entity, upon any of the contents of the AIRCARE™ Accreditation Programme, for any purpose;
 - (b) arising in any way out of the AIRCARE™ Accreditation Rules, or out of the Applicant's products, practices, processes, procedures, facilities or services the subject of Accreditation; and
 - (c) any negligent act or omission of AIA, its officers, employees, agents or contractors, including but not limited to profits lost and damage sustained or incurred as a result of any claim by a third person.
- 9) The Applicant for the AIRCARE™ Accreditation Programme indemnifies the AIA its officers, employees and contractors, from and against all losses, costs,

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claims, damages and expenses that AIA may sustain or incur as a result, whether directly or indirectly, of:

- (i) any failure by the Applicant to adhere to the standards required in order to enable the applicant to achieve Accreditation;
 - (ii) any failure of the Applicant to adhere to the terms and conditions in the AIRCARE™ Accreditation Programme or the AIRCARE™ Accreditation Rules; and
 - (iii) any loss or damage to any property or injury to or death of any person caused by any negligent act or omission or wilful misconduct of the Applicant or its officers and employees, or arising out of or in connection with the applicant that is the subject of Accreditation.
- 10) The Applicant acknowledges and agrees that the AIA excludes from the SSMG. The AIRCARE™ Accreditation Rules and the AIRCARE™ Accreditation Programme all terms and conditions implied by statute, general law or custom, except any implied condition or warranty the exclusion of which would contravene any statute or cause any part of this paragraph to be void.
- 11) The Applicant acknowledges and agrees that no part of the AIRCARE™ Accreditation Rules, be adapted, modified, reproduced, copied or transmitted in any form or by any means including written, electronic, mechanical, reprographic, photocopying, or recording means. Furthermore, the AIRCARE™ Accreditation Rules shall not be stored in whole, part, adapted or modified form, in or for any retrieval system of any nature, except in accordance with the terms of the AIRCARE™ Accreditation Rules or otherwise with the written permission of the AIA. All rights to the AIRCARE™ Accreditation Rules are reserved to the AIA. The Applicant acknowledges that:
- (a) the AIA is the owner of the copyright, know-how and other intellectual property rights in the AIRCARE™ Accreditation Rules, the AIRCARE™ Accreditation Programme and associated documentation; and
 - (b) no right, title or interest in the AIRCARE™ Accreditation Rules or AIRCARE™ Accreditation Programme procedures or the associated documentation is transferred to the applicant under this contract.

Voluntary Withdrawal

It is hereby agreed that the Applicant may voluntarily terminate this agreement at any time by providing written notice to the AIA CEO.

Standards that the applicant seeks accreditation to: (Please Tick)

AIRCARE™ – Environmental – Discharges – GROWSAFE®

AIRCARE™ – Environmental – Discharges – SPREADMARK™ Aerial **



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- AIRCARE™ – Environmental – Discharges – Vertebrate Toxic Agents
- AIRCARE™ – Environmental – Amenity Values – Sound Awareness
- NZ Aero Medical Standard

****Applicants for SPREADMARK™ are required to pay a \$200 + GST levy each year accreditation is held to the Fertiliser Quality Council. This levy is used to promote SPREADMARK™ operators to landowners, Councils and the public.**

Please provide evidence (Copy Ops Specs) if you are CAR Part 100 certificated.

Do you want to be audited iaw SMS Note Section 3.1? *Delete one* YES / NO

All information (including any personal information under the Privacy Act 1993) submitted with this completed application:

- is being obtained, collected and stored for the purposes of assessing applications for Accreditation in relation to AIA's AIRCARE™ Accreditation Programme, and then administering the relationships with the successful applicants;
- is being held by AIA at its office at, Level 5 Agriculture House, 12 Johnston Street, Wellington 6011, PO Box 2096, Wellington 6140, and if the application is accepted, then on registration.

The Applicant:

- authorises AIA and its advisers to make any enquiries of third persons in order to validate any assertions made in the application;
- acknowledges that the failure to supply the information requested may result in AIA declining an application, or granting an application subject to conditions that were not included in the initial application;
- authorises AIA to provide any Government or regulatory body with any information that they may lawfully request;
- is reminded that it may access all personal information concerning its application held by AIA .and may ask for a copy of it and may also require that any such personal information is corrected.

ACKNOWLEDGEMENT AND AGREEMENT:

The Applicant acknowledges and agrees that the application, if accepted by AIA, will result in a legally binding contract between us incorporating the terms and conditions of this Accreditation Agreement and the AIRCARE™ Accreditation Rules.

DECLARATION:

The Applicant declares that:



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- The information I/we gave on this application is true and correct
- I am / we are authorised to provide the information and make this declaration (if given and made on behalf of a company)
- I/we have provided a Statutory Declaration IAW Para 2.4
- I am / we are aware that it is an offence to provide false or misleading information or omit any material information
- I / we understand that the applicant must notify AIA if there are any changes in the particulars I/ we have provided in this application form
- If applying for accreditation to any of the NZAAA Codes of Practice I/we declare that the applicant company meets the conditions detailed in the AIRCARE™ Accreditation Rules Para 14.1 8
- I / we have read and understood the terms and conditions of this application form (including those terms and conditions concerning privacy and personal information)

Physical Location of all bases shall be recorded below. (Use separate sheet if necessary)

.....

.....

.....

Signed by Applicant (in person).....

OR

as duly authorised agent of

*

.....



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(* Where applicant is a company, partnership, or other legal entity, signatory to indicate in which capacity signed)

Witness.....(to sign)

Name in Block Letters.....

Address.....

Occupation.....

DATED AT this day of 20

Application Fee to accompany this application agreement

ACCEPTED

.....

Chief Executive Officer

New Zealand Aviation Industry Association of New Zealand Incorporated

PO Box 2096

Wellington

DATED AT WELLINGTON this..... day of20.....



AIRCARE™ ACCREDITATION RULES

ANNEX B – Audit Fees and Charges

Annex B1 FEES AND CHARGES

The completed application form for AIRCARE™ Accreditation should be sent to the CEO AIA, PO Box 2096 Wellington and must be accompanied with the correct payment. In the table below the base fee is the fee paid by all applicants. From the boxes that you ticked on the application form, complete the box below

Item	Option selected Y/N	Application Fee AIA Members	Non-Members
AIRCARE™ Accreditation Base Fee	Y	\$500 + GST	\$3,250 GST Incl with Application then annually
GROWSAFE® (Agrichemicals)		\$200.00 + GST	\$200.00 + GST
SPREADMARK™ Aerial		\$200.00 + GST	\$200.00 + GST
Vertebrate Toxic Agents		Incl in base fee	Incl in base fee
Sound Awareness		Incl in base fee	Incl in base fee
Search & Rescue		Incl in base fee	Incl in base fee
Total			

Note: Aerial SPREADMARK™ has an annual fee of \$200+GST that applies in years other than the year in which the audit is carried out. That is, the application fee is the annual fee for Aerial SPREADMARK™ for that year.

Organisations that are not members of AIA:

- 1) Single activity Operators e.g. Tourist Flight Operators both fixed wing and rotary and Wild Animal Recovery \$1,000 plus GST per annum
- 2) Mixed use helicopters including agricultural work \$2,600 plus GST per annum.

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Annex B2 AIRCARE™ AUDITORS

Upon receipt of an application for AIRCARE™ Accreditation, the AIA CEO advises the audit company that an application for AIRCARE™ Accreditation has been received and requests that an audit be carried out.

Applicants should note that in respect of the audit fee for AIRCARE™ Accreditation, they have a choice of electing a “fixed price” or the audit is calculated on time taken and that the auditor, following the audit, will invoice for this fee. Auditors travel expenses are additional. Applicants should check and confirm with the auditor the likely cost of the audit including any travel or other disbursements before proceeding.

For a list of current auditors visit www.aircare.co.nz



ANNEX C - Occurrence Report

OCCURRENCE/EVENT REPORT

Date.....

Initiated By (Sign)

Non Conformity

Details.....

.....

Reason for Non Conformity.....

.....

Corrective Action.....

.....

Taken By (Sign).....Date.....

Preventative Action

.....

.....

Taken By(Sign).....Date.....

Internal Audit Review

(Comments).....

.....

By (Sign)Date.....

Management Review.....

By (Sign).....Date.....




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ANNEX D - Risk Assessment

D 1 Risk Assessment Form

Pads of these forms are available from AIA Office 044722707

Risk Assessment Template*



My objective _____

My stakeholders _____

Environment I will be working in _____

Identified Risk	Consequence	Likelihood	Risk Level	Most Impt Control	OK?	Action to reduce risk	By whom?	Done?

Risk Assessment On _____ By _____ Sign _____

Reviewed/updated On _____ By _____ Sign _____

Reviewed/updated On _____ By _____ Sign _____

* See AIA's AIRCARE Training DVD "Managing Risk in Aviation" and associated booklet for guidance in using this form.

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D 2 Record of Assessment

RECORD OF ASSESSMENT			
Ref. No.			
Base: Section/Department:		Type of harm:	
Work Activity:		Injury	
Team:		Damage to environment	
Assessor Name:		Signature:	
Date of Assessment:		Review date:	
Employees at risk:			
Others who may be at risk:			
IF ADDITIONAL CONTROL MEASURES ARE REQUIRED, CAN THEY BE IMPLEMENTED IMMEDIATELY			YES / NO
IF NO, SUMMARISE ACTION PLAN BELOW			
Action required:	Target Date	Action by:	Completed by (Name & Date)
Date for full implementation of control measures:			
Assessment accepted by: (relevant manager):			
Title:			
Date:			

ANNEX E Operational Risk Matrix

The examples show 5 levels of consequence and 5 of likelihood, but you can use more or less as appropriate – you could have 4 of one and 5 of the other. (Less than 3 of either is not much use). Now you can build your risk matrix. The risk matrix connects the consequences and likelihoods to give a set of risk levels.

		LIKELIHOOD				
		RARE	UNLIKELY	POSSIBLE	PROBABLE	LIKELY
CONSEQUENCE	CATASTROPHIC	MEDIUM (16)	MEDIUM (10)	HIGH (6)	HIGH (3)	HIGH (1)
	CRITICAL	LOW (20)	MEDIUM (13)	MEDIUM (9)	HIGH (5)	HIGH (2)
	MAJOR	LOW (21)	MEDIUM (15)	MEDIUM (11)	MEDIUM (8)	HIGH (4)
	MODERATE	LOW (23)	LOW (19)	MEDIUM (14)	MEDIUM (12)	MEDIUM (7)
	MINOR	LOW (25)	LOW (24)	LOW (22)	LOW (18)	MEDIUM (17)

Next, set the risk levels for your organisation. Number them in order of priority, and, if you need to, you can have more than these three.

RISK LEVEL	DESCRIPTION
HIGH	A considerable potential for fatalities or serious injuries, or the loss of an aircraft or equipment
MEDIUM	A moderate potential for injuries requiring hospitalisation, or the damage of an aircraft or equipment
LOW	Minimal potential for injuries (above those requiring First Aid) or for any consequential damage to aircraft or equipment

To use the matrix, use the descriptors to determine the consequence and the likelihood for each risk, and then read off the risk level from the matrix. Now prioritise the risks from highest to lowest (that’s where the associated risk level number on the risk matrix can help), and you can move on treating the risks in order of priority.

ANNEX F - Safety Policy (Example)

Management is committed to providing safe, healthy, secure work conditions and attitudes with the objective of having an accident-free workplace. This commitment is pivotal to the on-going well being of our customers, our business, the environment and ourselves. To achieve this goal the organisation is embracing the principles of safety management and the provision of a safe operation where hazards and the risks they pose are identified and mitigated as effectively as possible. The following are indicators that our safety policy is delivering the benefits we seek:

- There is a firm ingrained safety culture in the management and all staff
- A culture of vigilance, proactive identification, and immediate reporting of hazards by all staff
- An inclusive approach at all safety meetings and discussions where all staff contribute and where awareness is developed and nurtured
- Keeping abreast of wider industry activity to ensure best available safety practices are incorporated
- Provision of and commitment to sound SOPs and safety training
- Zero tolerance to unsafe practices (Unsafe Practice – any practice that is contrary to SOPs, rules and standards and involves an action that is likely to lower the level of safety)
- An appreciation that unsafe practices may be deliberate or unwitting, may be a case of the exception becoming the rule, may be a subtle change over time
- Wider assessment and prediction of possible hazards
- A culture of open discussion and reporting by all staff without fear of ridicule, blame or disciplinary action – the aim being to learn from and avoid a repeat of honest mistakes
- A culture of mutual support and respect
- The system is subject to ongoing assessment and constantly open to changes, improvements and development

In the end the greatest assurance of safety in all aspects of the business come from each team member's commitment to safety and strong sense of personal responsibility.

Chief Executive Officer XXXXX Company Dated



ANNEX G - Quality Policy (Example)

This company has an absolute determination to deliver quality services to its customers. Management invites all staff to share in this goal because it is only by complete buy-in by all staff that this organisation can achieve its goal. Quality not only means delivering excellent work outcomes, it also means having reliable equipment and little downtime caused by unscheduled maintenance.

We can judge our success in respect to quality services by:

- The number and magnitude of any environmental events we have. A diminishing number indicates improved quality
- The number of complaints we receive from customers
- The amount of repeat business we get from customers
- The number of positive observations we receive from customers
- Outcomes from Management Reviews

The management systems that we have adopted have been selected because they are most likely to enable the company to meet its quality targets and to that end all staff are required to follow SOPs, the standards to which we are accredited, file reports and participate fully in the management processes we embrace.

Chief Executive Officer XXXXX Company Dated



ANNEX H Aerial Application Risk Assessment Table

Risk assessment requirements and management controls for aerial application of fertiliser, agrichemical and VTA

	Risk factors	Information needed	Information able to be used for task verification	Pilot Management
1	Application site (target)	Location and boundaries	GIS co-ordinates, dated photograph Hand-written diagram or map, verbal	Application plan with map detailing location and boundaries
2	Sensitive area	Nature of and location with respect to application area	GIS co-ordinates, dated photograph Hand-written diagram or map Verbal only if task is low risk	Sensitive areas documented and actions taken to avoid adverse effects. Document swath width, wind speed and direction
3*	Wind direction	Direction (bearing) at the application site at the time	Digital recording wind vane/sensor with time base Hand held vane or equivalent Smoke or other visual indicators	Adjacent to sensitive areas -application only when wind is away from sensitive areas and wind speed is steady
4*	Wind speed	Speed at the application site at the time	Digital recording wind vane/sensor with time base Hand held anemometer or equivalent Smoke or other visual indicators	Adjacent to sensitive areas, no application when wind speed exceeds the limits according to the risk.
5	Particle size	Physical properties of the product being applied	Documented record of particle size and size range, and stability, ie volatility (liquid) or fragmentation (solid)	Adjacent to sensitive areas, physical properties of the product must be such that trajectory after release is predictable. Document nozzles used (spraying only)
6	Product hazard	HSNO Hazard classifications and controls , HSNO class, Bio-accumulation, water solubility and attributes relevant to potential adverse effects	Product selected according to application task, taking account of HSNO class, efficacy and other attributes and the at-risk sensitive locations, all according to written prescriptions documented	Extra care taken if using Class 6.1 A, 6.1B, 6.1C, 9.1A, 9.2A, 9.3A, 9.4A adjacent to sensitive areas. Choose least hazardous product suitable for the task
7	Effective height of product release	Application method Including lateral spreading vs localised	Application equipment selected to minimise product losses between the point of release and the target all fully documented	Product directed to the target at all times

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	Risk factors	Information needed	Information able to be used for task verification	Pilot Management
8*	Buffer zone	Downwind application free zone	Location of application target and sensitive area known and logged, communication/notification confirmed, product quality, and wind direction known and drift modelling done	Adjacent to sensitive areas, application only when wind is away from sensitive areas and is a steady wind speed
9	Shelter belts	Nature of and location with respect to application area	Location of application target and sensitive area known and logged, communication/notification confirmed, product quality, and wind direction known and drift modelling done	As above but also operation planned to take account of hazards associated with shelter trees and structures.
10*	Humidity and temperature	Air temperature	Temperature and Humidity measured and recorded on site at the time	Specific controls according to the volatility of the product being applied
11*	Atmospheric stability	Inversion layer	Wind and temperature data recorded on site such that no inversion layer, and visual clues e.g. smoke to test for inversion according to the risk	If label information indicates volatility an on-site test for inversion layer should be made.

