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Practical SMS Tips for Accountable Managers

7 key steps every AOC holder needs

→ Swipe to protect your operation & stay compliant



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1. Own your ultimate Accountability

You are the single person the authority holds responsible for the entire SMS.

- You cannot fully delegate safety
- You have the final say on resources and stopping operations
- Be visible and engaged — staff must see you as “in charge of safety”



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2. Sign & actively live the Safety Policy

Your signature is not enough – make it real every Day.

- Keep the policy short, clear, signed and dated by you
- Include a strong Just Culture commitment
- Personally present it at least once per year
- Review it regularly so it stays relevant



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3. Define and drive clear Safety Objectives

Safety objectives turn your policy into measurable results.

- Set specific, realistic, and time-bound Safety Objectives
- Link every objective to SPIs
- Review progress yourself in every Management Review
- Allocate extra resources immediately when an objective is at risk



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4. Allocate real resources

No resources = no effective SMS.

- Give the Safety Manager enough time, people and budget
- Create a dedicated SMS line in the annual budget
- Fund training, tools and risk mitigations without delay
- Document how money is used (auditor love this)

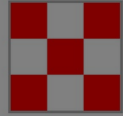


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5. Partner closely with your Safety Manager

You and the Safety Manager are a team.

- Schedule regular (monthly or quarterly) SMS briefings
- Review Safety Objectives, SPIs, hazards, safety events and open actions together
- Support the Safety Manager in front of other Nonnominated Persons
- Never shoot the messenger, thank people who report

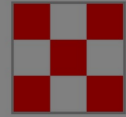


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6. Make Safety Risk Management Work

Safety Risk Management is the heart of SMS.

- Ensure hazards are reported easily and without fear
- Use simple, consistent risk matrix
- Assign every accepted risk an owner + review date
- Personally decide on high-level risks, fund mitigations, and require evidences of their implementation and effectiveness, including regular review



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7. Stay visible & Accessible

Staff must see you as “in charge of safety” and feel they can reach you without fear.

- Walk the operation regularly, so the people see you, not just hear about you
- Maintain open-door policy for safety concerns – no appointment, no hierarchy barrier
- Respond quickly and constructively to every report that reaches you (even the uncomfortable ones)
- Make it clear that raising a safety issue never damages careers, thank the messenger every single time



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Want the full practical guide with examples & checklist?

I expanded these 7 steps into a detailed article on mycs.swiss/acm

Comment the GUIDE below or check the first comment for the link.

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