



U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

Aviation Safety Policy

**ORDER  
VS 8000.370A**

Effective Date:  
04/15/13

**SUBJ:** Aviation Safety (AVS) Safety Policy

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- 1. Purpose of This Order.** This order establishes the Safety Policy for the Office of Aviation Safety (AVS).
- 2. Audience.** All AVS personnel.
- 3. Where Can I Find This Order.** You can find this order on the MyFAA Employee website: [https://employees.faa.gov/tools\\_resources/orders\\_notices/](https://employees.faa.gov/tools_resources/orders_notices/).
- 4. What this Order Cancels.** FAA Order VS 8000.370, *Aviation Safety (AVS) Safety Policy*, dated September 30, 2009.
- 5. Scope.**
  - a.** This order fulfills the requirements described in FAA Order VS 8000.367A, *Aviation Safety (AVS) Safety Management System Requirements*, Chapter 2, Sections 1-4 and provides the foundation for, and commitment to implement and operate, an SMS in AVS. Specifically, this document establishes the AVS Safety Policy, which is applicable to all AVS Services and Offices and all AVS employees. AVS Services and Offices are: the Flight Standards Service (AFS), the Aircraft Certification Service (AIR), the Air Traffic Safety Oversight Service (AOV), the Office of Aerospace Medicine (AAM), the Office of Rulemaking (ARM), the Office of Quality, Integration and Executive Services (AQS), and the Office of Accident Investigation and Prevention (AVP).
  - b.** The FAA mission is to provide the safest, most efficient aerospace system in the world. To support the FAA mission, AVS is implementing the AVS Safety Management System (AVSSMS) to integrate the management of safety risk into AVS business planning, operational, and decision-making processes to enhance the safety of the flying public and the FAA's worldwide leadership in aviation.
  - c.** The AVSSMS consists of four main components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. These components are covered in detail in FAA Order VS 8000.367A. The components work together to enable AVS to manage the safety risk in the aerospace system.
  - d.** As part of the FAA SMS, the AVSSMS is an integrated management system that establishes the roles, responsibilities, and relationships between AVS safety management practices and those in the aviation industry. Integrated safety management practices include sharing knowledge and safety information between the AVSSMS and product/service provider safety management systems (SMSs).

In addition, AVS is working with international organizations and other Civil Aviation Authorities (CAAs) to adopt common approaches to SMS implementation.

e. This document does not define implementation plans or schedules. Compliance with this order will be achieved in accordance with the *AVSSMS Implementation Plan*.

**6. Definitions.** Terms used in this document are defined in Appendix A in FAA Order VS 8000.367A, *Aviation Safety (AVS) Safety Management System Requirements*.

**7. Commitment to implement and maintain the AVSSMS.**

a. The Associate Administrator for Aviation Safety (AVS-1) is committed to implementing an AVSSMS.

b. Service and Office Directors are held accountable by AVS-1 to:

(1) Implement, operate, integrate, and continually improve the AVSSMS, and

(2) Communicate the requirements for the AVSSMS and this Safety Policy to AVS employees and other responsible parties (e.g., designees).

c. AVS management is committed to, and will continue to provide resources for, the implementation, operation, and continual improvement of the AVSSMS.

d. The AVSSMS is the basis for providing safety oversight of the product/service provider organizations for which AVS has oversight responsibility.

(1) AVS promotes product/service provider implementation of SMS.

(2) The AVSSMS enables AVS to evolve its method of oversight from a discrete compliance-based approach to a continuous performance-based approach in which the primary focus is on process effectiveness and high quality outputs.

(3) AVS management allocates resources with priority given to areas of highest safety risk.

e. The AVS Management Team (AVSMT) receives regular status reports regarding AVSSMS implementation and operation.

**8. Commitment to continual improvement in the aerospace system.**

a. AVS works with the product/service providers it oversees, other Federal Departments and Agencies, and other CAAs to continually improve the level of safety performance throughout the aerospace system.

b. AVS uses the AVSSMS to continually improve the level of safety performance throughout the aerospace system.

**9. Commitment to manage safety risk.**

- a. AVS bases safety decisions on safety risk assessments using formal, disciplined, and documented processes.
- b. Within AVS, information resulting from safety risk analyses is communicated in an objective and unbiased manner to decision makers.
- c. Safety risk controls for the aerospace system, such as policy and regulations, are developed consistent with FAA Safety Risk Management (SRM) requirements, as described in FAA Order 8040.4A, *Safety Risk Management Policy*.
- d. AVS policy and processes confirm product/service provider conformance with safety risk controls and assures the adequacy of those controls.

**10. Commitment to meet applicable statutory and regulatory requirements.**

- a. The AVSSMS does not replace or change AVS's statutory or regulatory responsibilities.
- b. AVS is committed to meeting all statutory and regulatory requirements.

**11. Commitment to employee reporting of safety issues and concerns.**

a. AVS management understands the importance of communication in the AVSSMS and is committed to the establishment of voluntary employee reporting systems.

b. AVS management encourages employees to report safety issues related to their job responsibilities.

c. AVS management encourages all employees to report safety concerns through voluntary employee reporting systems or any other means available.

(1) AVS management encourages employees to provide proposals for solutions to safety concerns and make suggestions for safety improvements, whenever possible.

(2) AVS management ensures that all safety concerns reported through voluntary employee reporting systems are reviewed and addressed in a timely manner.

d. AVS management does not punish employees for reporting safety concerns or use the information from voluntary employee reporting systems to make personnel decisions.<sup>1</sup>

e. AVS management does not discourage employees from reporting safety issues or concerns using any available data collection mechanism or reporting system.

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<sup>1</sup> AVS management will address unacceptable behavior as described in Section 12, even when the issue was voluntarily reported.

**12. Commitment to a positive safety culture.**

**a.** AVS management recognizes the importance of a sound safety culture—including employee knowledge, skills, and abilities.

(1) AVS management ensures that all staff receive adequate and appropriate aviation safety information and training.

(2) AVS management ensures that sufficient, skilled, and trained resources are available.

**b.** AVS management promotes the growth of a positive safety culture through:

(1) Making safety decisions knowing the hazards and the risk associated with those decisions,

(2) Demonstrating its commitment to safety management and SMS,

(3) Effectively communicating with employees, and

(4) Providing the training necessary to effectively implement and maintain the AVSSMS.

**13. Standards for acceptable behavior.**

**a.** AVS management recognizes the impact of employee behavior on safety and the implementation and operation of the AVSSMS.

**b.** AVS requires all employees to comply with the Standards of Conduct contained in:

(1) FAA Order 3750.7, *Ethical Conduct and Financial Disclosure* (Appendices 1-5 and Appendix 6, *Standards of Ethical Conduct*), and

(2) The *FAA Human Resources Policy Manual (HRPM)*.

**c.** AVS management does not tolerate willful violations of laws, regulations, policies, or the Standards of Conduct in the *FAA HRPM* and FAA Order 3750.7. These issues are not protected under any voluntary employee reporting program.

**d.** AVS employees must meet the responsibilities described in their position descriptions.

**14. Setting safety objectives.** AVS Services and Offices with safety oversight responsibility must:

**a.** Set annual safety objectives using FAA strategic planning and business planning processes.

**b.** Establish measurable safety performance targets, with an emphasis on quantitative data over qualitative information.

**c.** Document safety objectives and safety performance targets in FAA strategic plans (e.g., *Destination 2025*), the *AVS Business Plan*, and the individual Service or Office Business Plans. To the extent possible, AVS links individual employee performance plans to the organization's safety objectives and performance targets.

**15. Reviewing safety objectives.**

- a. At a minimum, the AVSMT must assess its safety performance, relative to its safety performance targets, on a quarterly basis.
- b. At a minimum, individual Service and Office Directors must assess their Service or Office safety performance, relative to their safety performance targets, each month.

**16. Responsibilities and accountabilities with respect to AVSSMS and safety oversight.**

- a. AVS-1 has the ultimate responsibility and is accountable for the safety oversight of the aerospace system as delegated by the FAA Administrator.
- b. AVS Service and Office Directors are responsible for the safety oversight of the component of the aerospace system for which they have authority.
- c. A management official designated by the AVSMT must:
  - (1) Ensure the establishment, implementation, and maintenance of processes, procedures, and tools necessary for the AVSSMS, and
  - (2) Provide regular status reports to the AVSMT regarding AVSSMS implementation and maintenance.
- d. All AVS employees have a role in the AVSSMS and, as such, are responsible for the safety of the component of the aerospace system with which they interact.
- e. AVS management fosters an integrated, professional decision-making environment in which:
  - (1) Management seeks out and respects employees' professional opinions,
  - (2) Management consults, when needed, with regional, directorate, and headquarters employees within applicable AVS Services and Offices,
  - (3) Management explains and documents decisions according to agency processes, and
  - (4) Management and all staff consistently apply regulations, policies, and processes used to verify compliance.

**17. Distribution.** This order is distributed to all AVS Services and Offices.

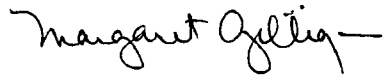
**18. Related Publications.** This order is consistent with the following documents:

- a. FAA Order 8000.369A, *Safety Management System Guidance*
- b. FAA Order VS 8000.367A, *Aviation Safety (AVS) Safety Management System Requirements*

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**19. Authority to Change This Order.** The Associate Administrator for Aviation Safety (AVS-1) has authority to issue changes and revisions to this order.

A handwritten signature in black ink, appearing to read "Margaret Gilligan", with a horizontal line extending to the right.

Margaret Gilligan  
Associate Administrator for Aviation Safety