



Notification of Change – Amendment SMS_2025_01 Effective 01.05.2025

Manual: DHS Safety Management Systems (SMS)

Chapter: 3.2 – Safety Communications

Next Revision: SMS Manual V2R2

Amendment Ref.: SMS_2025_01

Dear all,

please be informed that the DHS SMS Manual has been amended with an updated and expanded version of Section 3.2 – Safety Communication.

This section describes all communication tools and forums used to promote safety awareness and culture at station level.

The revision aims to improve traceability, consistency and engagement by outlining both digital and face-to-face methods.

This notification serves as an official communication of the amendment and remains valid until the next full revision of the manual is published.

Kindly review the summary and full section text below. For any questions, please contact me directly

Best regards,

Dominika



Type of Change

Expanded and revised content in Section 3.2 to clearly describe safety communication channels at station level.

Purpose of Change

- Strengthen safety promotion and awareness
- Support traceable communication (aligned with ORGH.SMS.100 & ORGH.SMS.105)
- Include new digital tools and station-level practices
- Improve understanding and consistency across the network

Key Elements of the Update

- Inclusion of SafeUp! Posters, Memos, Videos
- Use of Read & Sign, WhatsApp groups, briefings
- Cross-station sharing of incidents for learning
- Planned implementation of Avbis 'Safety Message of the Day'

Note to Users

This amendment is effective immediately. Please ensure that these communication tools are actively used to support a positive safety culture.

Full chapter text:

3.2. SAFETY COMMUNICATION

To further support safety promotion at station level, the following forums and tools are used to disseminate safety-related information to appropriate employees.

This provides a vital link between management and front-line employees and is a fundamental part of maintaining a positive safety culture.

It ensures continuous awareness of the SMS, current operational safety topics, and compliance with applicable regulatory and airline requirements.

- Monthly SafeUp! Memos published via Read & Sign
- SafeUp! Posters linked to current risks, observations & incidents, published via Read & Sign and physically displayed in staff areas
- Airline and airport safety communication (e.g., notices, alerts) distributed via Read & Sign to ensure timely and traceable dissemination
- Shift-based briefings by Supervisors to address current safety topics
- Use of internally produced SafeUp! Videos, supplemented by selected public aviation safety content (e.g., YouTube)
- Monthly Management Review Meetings and Station Meetings to reflect on recent incidents, observations, and safety trends
- Local WhatsApp groups used as real-time channels for urgent or relevant safety updates
- Cross-station/shared learning: Incidents at one station are shared across the network to raise awareness and encourage prevention



READ AND SIGN

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- Implementation of a 'Safety Message of the Day' on the Avbis dashboard for daily login visibility (implementation planned August 2025)

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