# 5. Management Systems

Please complete, save and upload this form following the instructions found in the *Request for Proposal* document.

## Quality Management and Quality Management Systems

*Provide details of organisational quality management including any Quality Management System in place or proposed. Include any certification to an appropriate Australian or International Standard such as the ISO9000 series. Describe how your quality management system would apply when providing the Services proposed.*

<Insert your response here>

## Safety Management and Safety Management Systems

*Provide details of organisational safety management including any Safety Management System in place or proposed. Provide any additional information that illustrates the proposer’s other systems for managing safety of operations. Describe how your safety management system would apply when providing the Services proposed.*

<Insert your response here>

## Workplace Occupational Health & Safety

*Provide information relating to the proposer’s commitment to occupational health and safety of Personnel including information relating to an effective workplace safety program in accordance with legislative requirements.*

<Insert your response here>

## Risk Management Systems

*Provide details of any organisational risk management policy, strategy, plan or system that is in place or proposed. Describe how your risk management system would apply when providing the Services proposed.*

<Insert your response here>

## Emergency Response Plans

*Provide details of any Emergency Response Plans in place. This may include any plans as to how your organisation would respond in the event of an aircraft accident, environmental spill or other relevant emergency.*

<Insert your response here>

## Environmental Damage Prevention & Management

*Demonstrate how your organisation is committed to minimise the risk of environmental damage. Provide summary information of how your organisation minimises the risk of environmental damage that may occur during operations. Include details of any existing plans, processes or certifications.*

<Insert your response here>

## Financial Systems

*Provide details of systems in place to manage the organisation’s finances, including systems to maintain records and to ensure prompt and accurate invoicing.*

<Insert your response here>

## Flight Crew & Crewperson Management

*Provide information relating to the management of Flight Crew and Crewpersons to be utilised for the Services being proposed. This may include, amongst other things flight & duty time management, rostering and monitoring of currency.*

*Note that separate headings are provided below for Drug and Alcohol Management, Fatigue Management and Check and Training systems.*

<Insert your response here>

## Workforce Development

*Provide information regarding your organisation's workforce development planning. Include details of succession planning, mentoring, professional development and other relevant workforce development.*

*Include any policy or plans the organisation may have to improve workforce diversity and succession planning*

<Insert your response here>

## Subcontractor Management

## *Provide information regarding the systems and processes in place to effectively manage any subcontractors. Details should include, but is not limited to, communications with subcontractors, reporting lines, audit and quality control, how different check and training systems are managed, how crew records are maintained and how the order of precedence of operational documents and instructions is managed.*

<Insert your response here>

**Drug & Alcohol Management**

*Provide information regarding the organisation’s drug and alcohol management and any supporting plans, policies or strategies. Describe how your drug and alcohol management plan would apply when providing the Services proposed.*

<Insert your response here>

**Fatigue Management**

*Provide information regarding the systems and processes in place to effectively manage any fatigue in flight and ground crew.*

*Provide details as to which CASA Fatigue Management rule you will follow for the duration of the contract and how this will be managed for the Services you are proposing.*

*Provide details of how you would arrange crewing, and manage fatigue, to meet the ‘all daylight hours’ operating requirement and during extended active fire periods.*

<Insert your response here>

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## Check and Training

*Provide detailed information regarding the organisation’s Flight Crew and Aircrew check and training system, include details of how your organisation’s approach will comply with the CASR’s and other regulations that are relevant to the type of operations you propose.*

*Provide details regarding how the organisation will ensure compliance with contract requirements, including, but not limited to:*

* *Basic Wildfire Awareness; and*
* *Aircraft Underwater Escape Training (where required); and*
* *Crew Resource Management (where required); and*
* *Team Resource Management; and*
* *Low level flight and obstacle avoidance (where required); and*
* *Recognition and recovery from unexpected low visibility situations; and*

<Insert your response here>

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