



CIVIL AVIATION CASE STUDY

Safety Management System

COPENHAGEN AIRPORT SAFETY STUDY

Having conducted on on-site one to one's and delivered face to face workshops with the management team of Copenhagen Airport in 2019, we were asked to return to deliver workshops in 2020. The team at Copenhagen Airport were keen to run the workshops as a refresher for those who previously attended, and to ensure new team members also benefited, and to provide consistency across the team.

Due to travel and safety restrictions during the Covid-19 pandemic workshops were fulfilled virtually rather than face to face.

Workshops focused on their management systems, providing clear understanding of how safety assurance further improves the effectiveness and efficiency of their management system and increases confidence in safety processes.

CLIENT PROFILE

Copenhagen Airport, Kastrup is the main international airport serving Copenhagen, Denmark, the rest of Zealand, the Øresund Region, and a large part of southern Sweden including Scania. It is the largest airport in the Nordic countries with close to 30.3 million passengers (in 2019). It is also a Long Long-Haul hub for the Nordic region and one of the oldest international airports in Europe.





OBJECTIVES

The following objectives were identified following in-depth discussion:

- To enhance their management system
- To build confidence in their safety processes.
- To provide a clear understanding of how safety assurance enhances the efficiency and effectiveness of management systems.

To achieve these objectives we agreed a programme focusing on a balance of competence development, knowledge of best practice, self diagnosis and capture of key factors affecting the continuous improvement of the management of safety risk.

THE SOLUTION

We ran Safety assurance workshops with the Safety Office Team and the Compliance Monitoring Team which followed a coached approach, using our models and open discussion to help identify any issues and aid understanding.

Workshops focused on their management systems, providing a clear understanding of how safety assurance further improves the effectiveness and efficiency of their safety management system and increases confidence in safety processes.

The workshops were a mix of training and consulting, with an open-ended agile scope.

We also ran longer sessions as one on ones with key managers (and their direct teams where appropriate). These sessions also followed a similar coached approach which we related back to our models and consulting principles.

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The process we had with Baines Simmons matured our overall understanding of the different roles and responsibilities we have across different departments. It inspired and supported us to bring effectiveness of our management system to the next level. The models Baines Simmons introduced us to are still frequently mentioned in our ongoing dialogues. In our eagerness to improve safety, it is of great value that we have a 'common language' we all can relate to.

Dorte Nygaard, Director, Safety Management Copenhagen Airports



From this we were able to identify areas for improvement and provide a high level report which, whilst not a full diagnostic, provided useful insight with suggestions for possible ways forward.

THE OUTCOME

Having completed the interviews and workshops we then ran a workshop with the group as whole where we opened a facilitated discussion and delivered the results from the sessions held.

Our summary report included suggestions for safety management performance improvement.

Overall Copenhagen Airport has improved understanding and competence within its Management System and especially Safety Assurance, enabling an effective, continued focus on safety and renewed confidence in their systematic approach.

BAINES SIMMONS SERVICES UTILISED

- + Group workshops
- + Interviews
- + Facilitated workshops