



# TECHNICAL GUIDANCE MATERIAL

## for the Approval of a Fatigue Risk Management System

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**SUBJECT:** GUIDANCE MATERIAL FOR THE APPROVAL OF A FATIGUE RISK MANAGEMENT SYSTEM

**EFFECTIVE DATE:** 13 March 2023

### APPLICABILITY

The requirement for approval before the implementation of a Fatigue Risk Management System applies to operators of aircraft involved in commercial air transport and corporate aviation operations (Parts 93, 121 and 135).

### PURPOSE

This guidance material provides information on the approval process for the effective implementation of a Fatigue Risk Management System (FRMS).

### REQUIREMENTS

Part 93, 121 and 135 of the SACAR 2011, as amended.

**1. REFERENCE:**

- i. ICAO Annex 6
- ii. Civil Aviation Regulations
- iii. ICAO Document 9966

**2. TERMS AND ABBREVIATIONS:**

TERM	DEFINITION
Bio-Mathematical Model	A computer programme designed to predict aspects of a schedule that might generate an increased fatigue risk for the average person, based on scientific understanding of the factors contributing to fatigue. Bio-mathematical models are an optional tool (not a requirement) for predictive fatigue hazard identification within an FRMS. All bio-mathematical models have limitations that need to be understood for their appropriate use.

Duty	means any task that a crew member or ATS personnel is required by an operator or ANSP to perform, including, as the case may be, time-in-position, flight duty, administrative work, training, positioning and standby.
Duty period	means a period starting when an ATS personnel or a crew member commence a duty and includes time when a crew member flies in an aeroplane at the behest of his or her employer and ending when that person is free from all duties.
Fatigue	A physiological state of reduced mental or physical performance capability resulting from sleep loss, extended wakefulness, circadian phase, and/or workload (mental and/or physical activity) that can impair a person's alertness and ability to perform safety-related operational duties.
Fatigue Risk Management System (FRMS)	means a data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience, that aims to ensure relevant personnel are performing at adequate levels of alertness.
Fatigue Safety Action Group (FSAG)	A group comprised of representatives of all stakeholder groups (management, scheduling, operational personnel) together with any additional specialist experts (i.e., scientists, data analysts, and medical professionals), that is responsible for coordinating all fatigue management activities in the organization.
Flight duty period	means any time during which a person operates in an aircraft as a member of its flight crew and it starts when the flight crew member is required by an operator to report for a flight, and finishes at on-chocks or engines off, on the final sector for that flight crew member.
Flight time	for the operation of aeroplanes, the total time from the moment an aeroplane first moves for the purposes of taking off until the moment it finally comes to rest at the end of the flight.
Hazard	means a situation or an object with the potential to cause death or injury to a person, damage to equipment or a structure, loss of material, or a reduction of ability to perform a prescribed function.
Mitigations	Interventions designed to reduce a specific identified fatigue risk.
Operational personnel	Personnel involved in aviation activities who are in a position to report safety information.
Rest Period	means a continuous and defined period of time, subsequent to and/or prior to duty, during which crew members are free of all duties.
Safety management system	means a systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.
Safety performance	means a State or a service provider's safety achievement as defined by its safety performance targets and safety performance indicators.
Safety Performance Indicator	means a data-based parameter used for monitoring and assessing safety performance.
Safety Risk	means the predicted probability and severity of the consequences or outcomes of a hazard.
Sleep	A reversible state in which conscious control of the brain is absent and processing of sensory information from the environment is minimal. The brain goes "off-line" to sort and store the day's experiences and replenish essential systems depleted by waking activities.

ABBREVIATION	DESCRIPTION
FRMS	Fatigue Risk management System
FSAG	Fatigue Safety Action Group
SACAA	South African Civil Aviation Authority
SMS	Safety Management System

### 3. THE FRMS APPROACH

The effectiveness of an FRMS depends on the availability of an operator's fatigue data and information. This data and information must be provided voluntarily by individuals. Without a framework that protects data, information and their sources, it will be difficult for an operator to obtain the data needed for the implementation of an FRMS. Unless an operator has a willing and engaged workforce, the full benefits of an FRMS will not be realized.

Such 'buy-in' requires a level of confidence amongst the workforce that the service provider will:

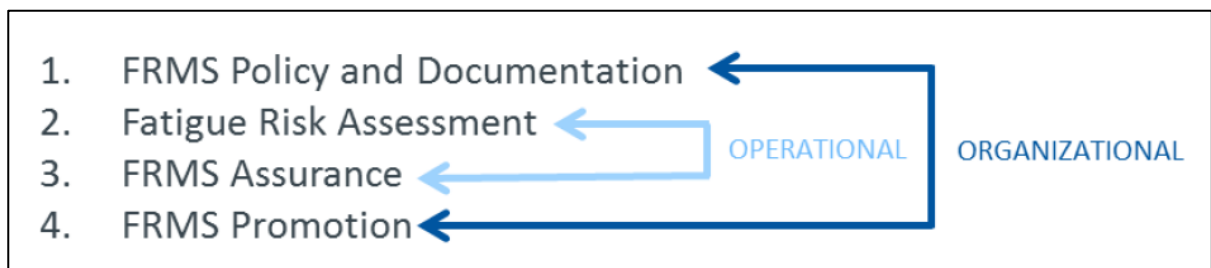
- meet its FRMS responsibilities with the necessary level of commitment, skills, and resources.
- use an individual's fatigue data and information for the express purpose of managing fatigue risks.
- maintain confidentiality of personal information; and
- involve operational personnel in the identification of appropriate fatigue mitigation strategies.

An operator also requires a level of confidence that the workforce will:

- meet their individual responsibilities for managing their fatigue level prior to and during work periods.
- provide unbiased feedback on the effectiveness of the mitigation of fatigue risks; and
- be receptive to the intent of the FRMS to improve safety and efficiency rather than for personal, financial or industrial gain.

#### 3.2 OVERVIEW OF A FULLY FUNCTIONING FRMS

An FRMS has four components, two of which are operationally focused and two which are organizationally focused.



**Figure 1: 4 FRMS Components**

Fatigue Risk Assessment and FRMS Assurance make up the operational FRMS activities:

- Fatigue Risk Assessment – Component 2: This component includes the process of identifying and evaluating fatigue risks, deciding what and how to mitigate, and establishing the fatigue metrics to allow the effectiveness of the mitigations to be assessed.
- FRMS Assurance – Component 3: Fatigue metrics and FRMS performance are monitored to assess if the system is delivering the expected levels of safety performance against the identified fatigue-related risks.

The operational activities are defined, documented and supported by organizational FRMS activities:

- FRMS Promotion – Component 4: Focuses on informing and training individuals to engage and encourage the type of behaviours necessary to support the FRMS.
- FRMS Policy and Documentation – Component 1: The FRMS policy identifies the structure and scope of the FRMS and points to supporting FRMS documentation detailing the processes and procedures associated with the other FRMS components.

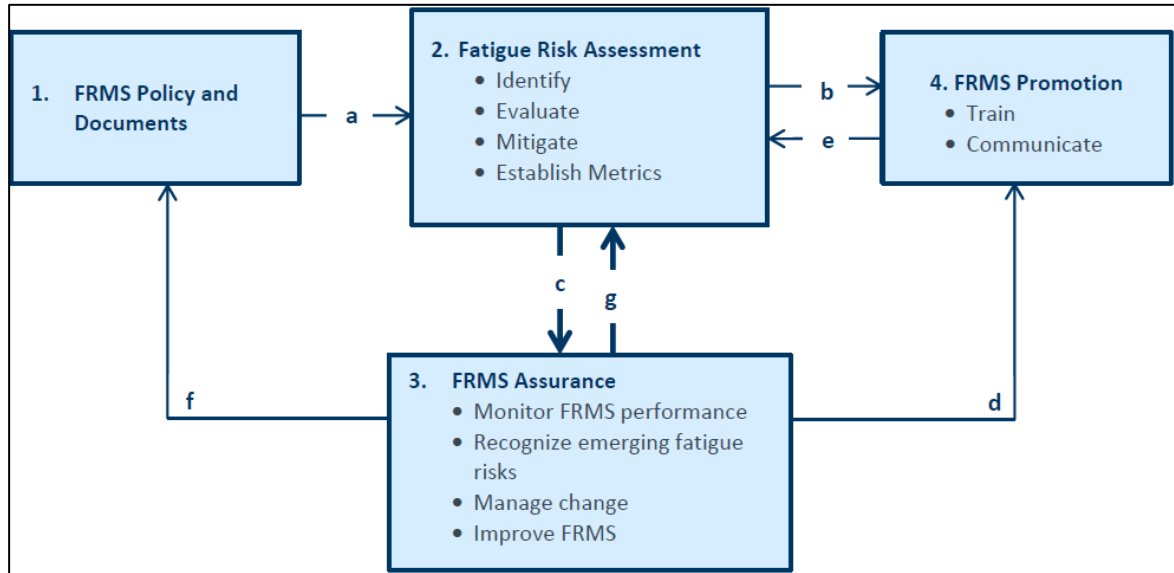


Figure 2: Organizational FRMS Activities

#### 4. APPLICATION AND OPERATIONAL APPROVAL PROCESS

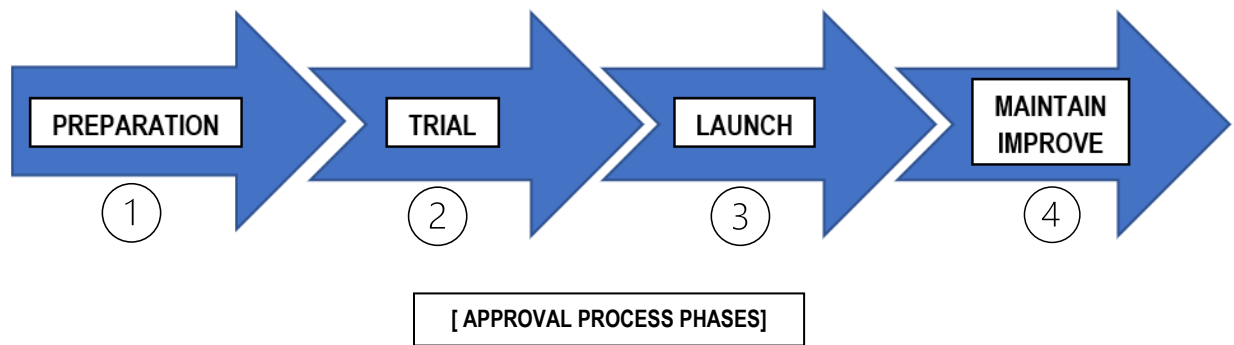


Figure 3: Applications and Operational Approval Process

##### 4.1 PHASE ONE: PREPARATION:

The objective of Phase one is for the operator to decide the need for an FRMS and establish an overall implementation plan that is acceptable to the SACAA.

##### 4.1.1 ASSESSMENT OF RISK MANAGEMENT CAPABILITY TO PREPARE FOR FRMS

- 4.1.1.1. The operator must inform the SACAA of its intention via written notification of intent. The operator's safety performance and risk management capability will be assessed to ensure an effective safety reporting system and that they have acquired the necessary background knowledge to allow further development of their FRMS plans. FRMS uses similar practices as SMS. The operator must be able to demonstrate the two will inform each other.

#### **REQUIRED SUBMISSIONS:**

##### *Motivation*

*Motivating request which details the Organisations need to obtain an FRMS. The request should describe the prescribed flight time and duty limitation that cannot be met and an outline of the proposed scheme.*

##### *Accepted CA 140-03*

*Prior to further progression on the implementation of a FRMS an operator must have achieved a minimum baseline performance assessment score of 85% as per (CA 140-03) SMS ASSESSMENT CHECKLIST.*

##### *GAP analysis*

*The GAP analysis should identify elements of the FRMS that are already available in existing systems and processes, processes that could be modified to meet the needs of FRMS or where new systems and processes need to be developed for the FRMS. It is recommended operators utilize checklist CA 183-437 as a tool to correctly identify the FRMS elements.*

- 4.1.1.1 Permission to proceed with the establishment (planning phase) of an FRMS will be granted once the operator has demonstrated a need for an FRMS and an effective Safety Management System that is able to implement operational mitigations and continuously prove the effectiveness based on reliable data collection and analysis processes.

#### **4.1.2 IDENTIFICATION OF KEY PERSONNEL**

- 4.1.2.1 Part of the planning phase must include the identification of key personnel. These personnel may be included in a Fatigue Safety Action Group (FSAG) with the responsibility for coordinating FRMS activities. The size and composition of the FSAG will vary for different operators. The FSAG should be appropriate to the size and complexity of the operations covered by the FRMS, and to the level of fatigue risk in those operations. Key personnel are required to be trained on FRMS principles prior to appointment as an FRMS requires ownership, commitment and understanding by the people who will be using it. This will need to be demonstrated to the SACAA during phase one.

- 4.1.2.2 The management of fatigue must be based on shared responsibility within the organization. It will require data and information to be shared voluntarily. It is therefore recommended that the FSAG includes representatives of all stakeholder groups including that of management, scheduling staff and representatives of frontline individuals with input from other individuals as needed to ensure appropriate access to scientific, statistical, and medical expertise. Inclusion of all stakeholders is important for the promotion of the intended FRMS. Personnel engagement is crucial to ensure a successful outcome of the system

- 4.1.2.3 During the planning phase the FSAG will be responsible for:
- developing the FRMS policy and documentation.
  - identifying their own and the service providers' training needs; and
  - developing the FRMS promotion and communication plan

4.1.2.4 The management of fatigue must be based on shared responsibility within the organization. It will require data and information to be shared voluntarily. It is therefore recommended that the FSAG includes representatives of all stakeholder groups including that of management, scheduling staff and representatives of frontline individuals with input from other individuals as needed to ensure appropriate access to scientific, statistical, and medical expertise. Inclusion of all stakeholders is important for the promotion of the intended FRMS. Personnel engagement is crucial to ensure a successful outcome of the system.

- 4.1.2.5 The principle functions of the FSAG are to:
- a. oversee the development of the FRMS.
  - b. assist in FRMS implementation.
  - c. oversee the ongoing operation of the FRM processes.
  - d. contribute as appropriate to the FRMS safety assurance processes.
  - e. maintain the FRMS documentation.
  - f. be responsible for ongoing FRMS training and promotion and
  - g. provide necessary input on all aspects of fatigue risk to the SMS.

#### **4.1.3 POLICY STATEMENT**

4.1.3.1 The FRMS policy must detail the scope of the operations to which the FRMS applies. This means that the policy should define to whom and to what type of operation it applies. The policy statement does not have to detail the specific routes or specific workplaces operating under the FRMS. It does have to identify where these are detailed (e.g., the Operations Manual). This means that any changes in scope, which are all subject to the SACAA'S approval, will not require a rewrite of the initial FRMS policy statement.

4.1.3.2 The policy shall meet the requirements as prescribed within the SA-CATS.

#### **4.1.4 IMPLEMENTATION PLAN**

The operator will be required to submit a detailed implementation plan. Results from the GAP analysis should be used as the basis for the development of the implementation plan.

The plan should detail:

- a. How the FRMS will function.
- b. How it will be integrated with other parts of the organization.
- c. Realistic time frames.
- d. Procedure in which the FRMS will be effectively implemented.

#### **4.1.5 FRMS MANUAL**

The manual shall include all elements of the proposed FRMS as prescribed within the SA-CATS. It is expected the document will evolve as the FRMS becomes operational. The FRMS manual may be incorporated into the SMS manual of the system of operations manuals.

#### **4.1.6 PROMOTION**

##### **4.1.6.1 COMMUNICATION PLAN**

4.1.6.1.1 The communication plan should seek to inform stakeholders of the FRMS policies, procedures and responsibilities and describe communication channels used to gather and disseminate FRMS-related information.

4.1.6.1.2 Types of communication can include the use of:

- a. Electronic media (websites, on-line forums, e-mail)
- b. Newsletters
- c. Seminars
- d. Periodic poster campaigns

4.1.6.1.3 Communication is vital for fatigue hazard identification, for feedback on the effectiveness of controls and mitigations, and in providing information for FRMS safety performance indicators (for example, by participating in surveys and fatigue monitoring studies). For these communications to be open and honest, all FRMS stakeholders need to have a clear understanding of the policies governing data confidentiality and the ethical use of information provided by those who report. There also needs to be clarity about the thresholds that separate non-culpable fatigue-related safety events from deliberate violations that could attract penalties.

4.1.6.1.4 The communication plan needs to be described in the FRMS documentation and assessed periodically as part of FRMS safety assurance processes.

#### 4.1.6.2 TRAINING PROGRAM

4.1.6.2.1 The training program should ensure all personnel are competent to perform their FRMS related duties. FRMS training should be adapted according to the different competencies and tasks required for each person to play its part effectively in the FRMS.

<b>TARGET GROUP: INDIVIDUAL OPERATIONAL PERSONNEL</b>	
<ul style="list-style-type: none"> <li>• An overview of the FRMS structure and how it works in the service provider's organization, including the concepts of shared responsibility and encouraging effective reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• Their responsibilities and those of the service provider, in the FRMS.</li> </ul>
<ul style="list-style-type: none"> <li>• The scientific principles that underpin FRMS.</li> </ul>	<ul style="list-style-type: none"> <li>• Causes and consequences of fatigue in the operation(s) in which they work.</li> </ul>
<ul style="list-style-type: none"> <li>• FRM processes in which they play a vital role, particularly in the use of fatigue reporting systems and implementing mitigations.</li> </ul>	<ul style="list-style-type: none"> <li>• The importance of accurate fatigue data (both subjective and objective).</li> </ul>
<ul style="list-style-type: none"> <li>• How to identify fatigue in themselves and others.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal strategies that they can use to improve their sleep at home and to minimize their own fatigue risk, and that of others, while they are on duty.</li> </ul>
<ul style="list-style-type: none"> <li>• Sleep disorders and their treatment, where to seek help if needed, and any requirements relating to fitness for duty.</li> </ul>	<ul style="list-style-type: none"> <li>• The operational impact of changing hours of work, both internally and externally (e.g., noise abatement, disruption of those sleeping on base, air traffic control services, meteorological services, dispatch services, etc.)</li> </ul>

<b>TARGET GROUP: PERSONNEL INVOLVED IN SCHEDULE (ROSTER) DESIGN AND MANAGEMENT</b>	
<ul style="list-style-type: none"> <li>An overview of the FRMS structure and how it works in the service provider's organization, including the concepts of shared responsibility and encouraging effective reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Personal strategies that they can use to improve their sleep at home and to minimize their own fatigue risk, and that of others, while they are at work.</li> </ul>
<ul style="list-style-type: none"> <li>How scheduling affects sleep opportunities and can disrupt the circadian biological clock cycle, the fatigue risk that this creates, and how it can be mitigated through scheduling.</li> </ul>	<ul style="list-style-type: none"> <li>Use and limitations of any scheduling tools and biomathematical models or other algorithms that may be used to predict the levels of an individual's fatigue across rosters/schedules.</li> </ul>
<ul style="list-style-type: none"> <li>Their role in the FRMS in relation to fatigue hazard</li> <li>identification and risk assessment.</li> </ul>	<ul style="list-style-type: none"> <li>Processes and procedures for planned schedule changes, including: <ul style="list-style-type: none"> <li>assessing the potential fatigue impact of planned changes.</li> <li>early engagement of the FSAG in the planning of changes with significant potential to increase fatigue risk; and</li> <li>implementing changes recommended by the FSAG.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>How to identify fatigue in themselves and others.</li> </ul>	<ul style="list-style-type: none"> <li>The scientific principles that underpin FRMS.</li> </ul>
<ul style="list-style-type: none"> <li>Basic information on sleep disorders and their treatment, and where to seek help if needed.</li> </ul>	
<b>TARGET GROUP: EXECUTIVE DECISION-MAKERS AND OPERATIONAL RISK MANAGERS</b>	
<ul style="list-style-type: none"> <li>An overall understanding of the scientific principles that underpin FRMS and the safety risk that fatigue represents to the organization.</li> </ul>	<ul style="list-style-type: none"> <li>An overview of the FRMS structure and how it works, including the concepts of shared responsibility and an effective reporting culture, and the role of the FSAG.</li> </ul>
<ul style="list-style-type: none"> <li>The responsibilities and accountabilities of different stakeholders, including themselves, in the FRMS.</li> </ul>	<ul style="list-style-type: none"> <li>An overview of the types of fatigue mitigation strategies being used by the organization.</li> </ul>
<ul style="list-style-type: none"> <li>FRMS safety assurance metrics used by the organization.</li> </ul>	<ul style="list-style-type: none"> <li>Links between the FRMS and other parts of the service provider's safety management system.</li> </ul>
<ul style="list-style-type: none"> <li>How to identify fatigue in themselves and others.</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory requirements for the FRMS.</li> </ul>
<ul style="list-style-type: none"> <li>Links between the FRMS and other parts of the organization, for example the scheduling department, operational sections, medical department, safety department, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Personal strategies that they can use to improve their sleep at home and to minimize their own fatigue risk, and that of others, while they are at work.</li> </ul>
<ul style="list-style-type: none"> <li>Basic information on sleep disorders, their treatment, and where to seek help if needed, so they can make organizational decisions about how to manage affected individuals.</li> </ul>	



<b>TARGET GROUP: FSAG MEMBERS</b>	
<ul style="list-style-type: none"> <li>All FRMS components and elements.</li> </ul>	<ul style="list-style-type: none"> <li>The responsibilities and accountabilities of different stakeholders in the FRMS.</li> </ul>
<ul style="list-style-type: none"> <li>Links between the FRMS and other parts of the service provider's SMS.</li> </ul>	<ul style="list-style-type: none"> <li>Links between the FRMS and other parts of the organization, for example the scheduling department, flight operations, medical department, safety department, etc.</li> </ul>
<ul style="list-style-type: none"> <li>Regulatory requirements for the FRMS.</li> </ul>	<ul style="list-style-type: none"> <li>The scientific principles that underpin FRMS.</li> </ul>
<ul style="list-style-type: none"> <li>How to identify fatigue in themselves and others.</li> </ul>	<ul style="list-style-type: none"> <li>Personal strategies that they can use to improve their sleep at home and to minimize their own fatigue risk, and that of others, while they are at work.</li> </ul>
<ul style="list-style-type: none"> <li>Basic information on sleep disorders and their treatment, and where to seek help if needed, so they can make organizational decisions about how to manage affected individuals.</li> </ul>	

4.1.6.2.2 Service providers are required to maintain records of their FRMS training programme and monitor its effectiveness.

## REQUIRED SUBMISSIONS

- a. *Proposed Personnel List (Evidence that defined responsibilities associated with an FRMS have been assigned to the nominated personnel and that they have been made aware of their assigned responsibilities.)*
- b. *FRMS training evidence*
- c. *Policy Statement*
- d. *Implementation plan*
- e. *FRMS Manual*
- f. *Communication Plan*
- g. *Training Plan*

## 4.2 PHASE TWO: TRIAL

The purpose of this phase is to allow operators to demonstrate their FRMS capability through a trial period. This will involve preparing a detailed plan for a trial of the FRMS in the specific operations for which it is being sought.

### 4.2.1 TRIAL PROPOSAL

Essential elements of the trial proposal include identification of:

#### 4.2.1.1 SAFETY CASE

The nature, scope and impact of the proposed change
<ul style="list-style-type: none"> <li><i>Proposed limitations and methods, including the direct or indirect impact on the fatigue levels of those who will work under the arrangements described in the FRMS trial proposal.</i></li> </ul>
<ul style="list-style-type: none"> <li><i>how proposed limitations will differ from the prescribed limits, and the operations to which they are intended to apply.</i></li> </ul>

<ul style="list-style-type: none"> <li>• <i>direct or indirect impacts the proposed FRMS trial will have on those operations and other services.</i></li> </ul>
<b>Hazard and consequence identification</b>
<ul style="list-style-type: none"> <li>• <i>fatigue hazard identification process has been carried out and that the consequences of the hazards are documented.</i></li> </ul>
<b>Fatigue-risk assessment</b>
<ul style="list-style-type: none"> <li>• <i>risk assessment in accordance with SA-CATS 140</i></li> <li>• <i>organizational mitigations</i></li> <li>• <i>evidence that existing fatigue controls are effective.</i></li> <li>• <i>acceptance of remaining risk is accounted for and recorded.</i></li> </ul>
<b>Risk mitigation measures</b>
<ul style="list-style-type: none"> <li>• <i>mitigations identified to manage expected fatigue risk.</i></li> </ul>
<b>Evidence to support the safety case.</b>
<ul style="list-style-type: none"> <li>• <i>well-validated research or best practices</i></li> <li>• <i>evidence that proposed mitigations consider all the legal requirements applicable to the worker (national, international, safety, social)</i></li> </ul>
<b>Monitoring of the safety impact of the proposed limits, work schedules and mitigations</b>
<ul style="list-style-type: none"> <li>• <i>plan for continued monitoring through existing SMS activities.</i></li> <li>• <i>development of FRMS safety performance indicators [operational SPIs that monitor the duty-related causes of fatigue (e.g., use of captain's discretion; SPIs based on reactive fatigue data (e.g., numbers of fatigue reports on a particular work pattern; SPIs based on proactive monitoring of actual levels of fatigue levels of relevant operational personnel (e.g., high levels of subjective sleepiness at the end of a work period).]</i></li> </ul>

#### 4.2.1.2 TIME LIMIT

Adequate time will need to be assigned to demonstrate that all components of the FRMS (including the safety assurance processes) are functioning. The time assigned will need to fall within the limits prescribed by the regulations.

#### 4.2.1.3 MAXIMUM / MINIMUM VALUES

Operator must identify an upper boundary which flight and duty times will not exceed and a lower boundary under which no rest period will be shortened even when using mitigations and processes within an FRMS. The SACAA may mandate a decrease in maximum values and an increase in minimum values in the event that the operator's data indicates these values are too high or too low.

Once the trial proposal has been agreed to, operators may then commence the trial in accordance with the agreed timeline.

### 4.2.2 MONITORING OF THE TRIAL PHASE

4.2.2.1 The SACAA will oversight the progress of the trial throughout the agreed timeline. Operators will be expected to provide frequent feed back to the SACAA. Other methods of monitoring the trial phase may include desktop reviews, examination of progress reports, documentation review, evaluation of the organisations FRMS training and on-site visits. Onsite visits may include the assessment of FSAG meetings, discussions with operational staff and interviews of key personnel.

- 4.2.2.2 Operator SPIs will be monitored throughout the trial. If, during the monitoring of the trial, an operator
- 4.2.2.3 observes excessive deviations from expectations, the SACAA should be notified immediately.
- 4.2.2.4 Common types of fatigue SPIs include:
- a. operational SPIs that monitor the duty-related causes of fatigue (e.g., disruption through the use of captain's discretion).
  - b. SPIs based on reactive fatigue data (e.g., numbers of fatigue reports on a particular work pattern).
  - c. SPIs based on proactive monitoring of actual levels of fatigue levels of targeted operational personnel (e.g., high levels of subjective sleepiness at the end of a work period).

### **4.2.3 TRIAL OUTPUT REVIEW**

- 4.2.3.1 The review of the FRMS will determine whether there is a need to adjust any of the trial's procedures or limitations, including any improvement to mitigations. Certain aspects of the trial may need to be modified according to the nature and severity of the Authority's concern.
- 4.2.3.2 Once the operator can demonstrate that the trial is delivering the required safety outcomes through delivering an acceptable level of safety performance, the SACAA will approve the FRMS and phase 3 may begin.

## **4.3 PHASE THREE: LAUNCH**

### **4.3.1 APPROVAL**

- a. An operator may activate the FRMS for all operations as approved.
- b. Any changes to the approved FRMS will require a formal amendment.
- c. An amendment will require an operator to submit a modified safety case.
- d. Depending on the extent of the change, a trial period may again be required to demonstrate that the additional route or operation delivered the level of safety predicted.
- e. Once demonstrated, an updated approval will be issued.

### **4.3.2 OVERSIGHT**

- 4.3.2.1 The SACAA will oversight the FRMS by means of formal audits (may be conduct during a renewal audit), general inspections, desk-top reviews, and updates on SPIs.
- 4.3.2.2 The Authority may withdraw the approval if it becomes evident that the operator does not comply with the provisions of the system or the regulations.

## **4.4 PHASE FOUR: MAINTENANCE AND IMPROVEMENT**

### **4.4.1 OPERATOR RESPONSIBILITY**




- 4.4.1.1 Operators will be responsible for the maintenance of their approved FRMS through their assurance functions by assessing any trends in the SPIs and reviewing the agreed FRMS safety performance targets.

4.4.1.2 Any corrections or additions that have been made post-approval to the system, adjustments to outer limits and mitigations in response to data, any organizational and operational changes, training practices and the standard of internal auditing of the FRMS processes should be assessed for adverse trends and managed accordingly.

#### 4.4.2 DEFICIENCIES

4.4.2.1 Dependent on the level of risk associated with a finding, the SACAA may revise an operator's maximum and minimum values or withdraw the FRMS approval.

4.4.2.2 It will be the responsibility of the operator to provide evidence that its FRMS processes are effective.

<b>DEVELOPED BY:</b>		
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<b>SIGNATURE OF M: FOD</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>
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<b>APPROVED BY:</b>		
 Captain Eric Mataba Acting EASO		24 March 2023
<b>SIGNATURE OF E: ASO</b>	<b>NAME IN BLOCK LETTERS</b>	<b>DATE</b>