

Airservices Australia

National Operating Standard Corporate Standard & Practices

Corporate Policy

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Standard	<ul style="list-style-type: none"> ▪ Any specification of the criteria necessary to ensure that a product, service or system achieves compliance with safety, environment and regulatory and organisational requirements
Recommended Practice	<ul style="list-style-type: none"> ▪ Provides recommended practices on how a standard may be met. Business units may develop alternative practices provided that they meet the requirements of the standard. Business units must ensure that such alternative practices provide a due diligence defence for Airservices Australia. ▪ <i>Printed in italics with the prefix (P).</i>
Note	<ul style="list-style-type: none"> ▪ Presents relevant factual information or references, but does not constitute part of the Standard or Recommended Practice. ▪ Prefixed with "Note".

Amendment Record

Amendment Number	Section Amended	Amended by	Date
1	All	R Tychsen	Oct 02
2 Draft for Comment	All main sections include changes (except Section 2)	M Genner	16/6/03
2.0	Revised issue	R Tychsen	19/12/03
2.1	Changes made to responsibilities, template and process	R Tychsen	22/01/04

Key words

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1. Purpose

- 1.1 To establish a standard for the management of Airservices Australia's corporate policies. The standard also includes a corporate policy template.
 - 1.2 The Standard is designed to ensure sound management of Airservices Australia's corporate policies. The availability of a comprehensive and effective set of corporate policies is fundamental to good corporate governance, meeting regulatory requirements and organisational efficiency and effectiveness in meeting its corporate objectives.
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2. Scope

- 2.1 This National Operating Standard (NOS) applies across Airservices Australia, its business groups and subsidiaries.
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3. Principles

- 3.1 Corporate policies are an essential part of Airservices Australia's Corporate Governance and are an integral part of Airservices Australia's corporate documentation.
 - 3.2 Corporate Policy is required when there is a need, assessed by the Board or Executive to establish a particular approach or protocols or carrying out certain actions.

Note: Corporate policies apply Airservices Australia wide unless specified otherwise (for example if the policy is specific to a certain function).
 - 3.3 Only Airservices Australia's Board establishes policy; management implement Board endorsed corporate policies.
 - 3.4 **Corporate policy(ies):**
 - (i) Development may be initiated by the Board, Executive or from staff within any business group and progressed through to Executive consideration and Board approval.
 - (ii) *(P) Development should include as appropriate consultation with the key stakeholders in business areas most likely to be affected by the proposed policy.*
 - (iii) Document management must comply with National Operating Standard AA NOS DOC 0001 Management of Corporate Documents.
 - (iv) Must be clear and concise and should be presented in the format outlined in the C-TEMP0048 Corporate Policy Template. The approval of Government Relations and Corporate Secretariat is required before an Airservices Australia corporate policy can be presented in any other format.
 - (v) Must be easily accessible by all staff via AvNet, (which is Airservices Australia's intranet) and indexed in the Airservices Australia Document Directory on AvNet.
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4. Responsibilities

- 4.1 **Airservices Australia's Board** is responsible for ensuring the establishment of an effective set of corporate policies within Airservices Australia. The Board considers and approves new corporate policy proposals, amendments to or the withdrawal of existing corporate policies, when appropriate. Proposals for new corporate policies may be initiated from the Board or from other areas of Airservices Australia through the Airservices Australia's Executive.
- 4.2 **The Corporate Secretary** is the Airservices Australia's **corporate policy custodian** and is responsible for :
- (i) Translating Board policy resolutions into relevant corporate policy
 - (ii) Maintaining a register of corporate policy number.
 - (iii) Allocating an appropriate number for each corporate policy
 - (iv) Notifying the Author/Manager, of a corporate policy that the policy has been approved by the Board
 - (v) Maintaining the approved master electronic copy of the corporate policy
 - (vi) Maintaining the approved original hardcopy signed corporate policy
 - (vii) Ensuring all corporate policies are reviewed every 3 years and appropriate recommendations made to the Board
- 4.3 **Airservices Australia's Executive** is responsible for the implementation of approved corporate policies and monitoring their effectiveness and relevance. Members of the Executive may sponsor the development of new corporate policies or amendments to existing corporate policies for consideration by the Executive and subsequent Board consideration and approval.
- 4.4 **All Staff** are responsible for complying with Airservices Australia's Corporate Policies.
- 4.5 **Author/Sponsor Manager** See [Section 6.1 \(i\)](#)
- 4.6 **Chief Auditor** is responsible for monitoring compliance with corporate policy.
- 4.7 **Document Controller / Government Relations and Corporate Secretariat** See [Section 6.1 \(ii\)](#)
- 4.8 **Manager Aviation Information Centre** / or an approved Intranet publisher is responsible for publishing the approved corporate policy on AvNet in compliance with the requirements of this National Operating Standard.
- 4.9 **Manager, Marketing Services**, is responsible for ensuring that any approval to use a non standard format for the presentation of a corporate policy is justifiable and the format used is consistent with the corporate image, and ensures that the CEO's signature approval and the date is clearly indicated.

5. Corporate Policy Template

- 5.1 The [C-TEMP0048 Corporate Policy Template](#) outlines:
- (i) The format for the publication of Airservices Australia's Corporate Policy
 - (ii) The explanatory information on page 2 of the template must be completed as it forms the required metadata about the policy (Policy number; version number;

date of approval, issue date, effective date; and document controller etc). This information / metadata is required before a corporate policy can be published on AvNet.

6. Process for Seeking the Approval and Publication of Corporate Policies

6.1 (P) *The recommended process is that:*

(i) **The Author / Manager of the area maintaining/sponsoring the policy should:**

- (a) **Format the draft policy:** *Format the proposed corporate policy using the C-TEMP0048 Corporate Policy Template, and ensure that the explanatory information (i.e. page 2 of the policy template) is completed (with the exception of the approval, signed and issued dates).*
- (b) **Seek, from Operations Manual Approving Authorities (or their delegate), confirmation in relation to their respective Operations Manual as to whether:**
 - *The policy is or will be linked to the Operations Manual and consequently if there is a need to advise Civil Aviation Safety Authority (CASA) or seek CASA approval of the change or new policy*
 - *Compliance with the policy or change to the policy can be assured, prior to the introduction of the policy or change in policy.*

Similar confirmation should be sought from Director, Safety and Environment Assurance and other Business Centres as relevant.

Note: This is to facilitate continued compliance with the Civil Aviation Safety Regulations (CASRs) and Manual of Standards (MOS).

- (c) **Seek Executive approval:** *Present the appropriately formatted draft corporate policy, with the explanatory information, (page 2 of the Corporate Template) and an Executive Decision's Paper to the Executive for approval (through normal channels)*
- (d) **Forward electronically:** *Forward the Executive approved electronic master copy of the corporate policy, (page 1 of the Corporate Template) and a copy of the Executive approval to the Government Relations and Corporate Secretariat.*

(ii) **The Government Relations and Corporate Secretariat, as Document controller, must:**

- (a) **Submit corporate policy to the Board for approval.** *Present the appropriately formatted draft corporate policy, as per page 1 of the Corporate Template, along with a policy number to the Board for approval.*
- (b) **Organise CEO Signature of the Corporate Policy:** *Organise the signing of a copy of the Board approved Corporate Policy by the CEO.*
- (c) **Forward electronically.** *A copy of the master electronic version of the approved corporate policy back to the Author / manager area.*

(d) File approved master copies

- File the original hardcopy signed corporate policy; and
- File the master electronic copy in accordance with AA NOS DOC 0001.

(iii) The Author/Management area must arrange for the approved corporate policy to be published on AvNet.

(a) Forward an electronic copy. An electronic copy of the approved corporate policy along with the explanatory information, (page 2 of the Corporate Template.) must be forwarded to the Aviation Information Centre or an approved Intranet Publisher.

(iv) The Aviation Information Centre or the Approved Intranet Publisher must:

- Index the corporate policy in Airservices Australia's Document Directory and publishes the Corporate Policy (both pages of the Corporate Template) on AvNet.

Note: The issue date should be date the policy is signed by the CEO unless otherwise agreed to by the Board or CEO. This process for step (ii) and (iii) should be completed, as soon as possible, and preferably within 3 working days unless CASA approval or advice is required prior to the introduction of the new or change to policy. If it is anticipated that step (ii) and (iii) will take an extended period, a delayed implementation date should be considered.

7. Staged Introduction

7.1 The requirements outlined in this National Operating Standard must be implemented:

- as soon as practicable for all new corporate policy documents.
- by 30 June 2004, for previously endorsed corporate policies that have been reviewed and remain relevant to Airservices Australia; and
- In the future as each corporate policy is revised or reviewed.

Note: In this interim period, legacy Airservices Australia documents (i.e. those developed prior to this NOS) may:

- be named "policy" although they are approved by the Board
- not comply with the format or numbering system

8. Key Related Documents & Links

- 8.1 [C-TEMP0048 Corporate Policy Template](#)
- 8.2 [Airservices Australia's Aspiration, Mission, Values](#)
- 8.3 [CP-0001 Corporate Documentation Policy](#)
- 8.4 [Corporate document hierarchy on AvNet](#)
- 8.5 [AA-NOS-DOC-0001 Management of Corporate Documents](#)

