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## Setting out, readiness and management services of the Operations Manual and the SMS at **Palma de Mallorca Airport** (Spain)

AENA / **Operations Management Support (2010-ongoing)**

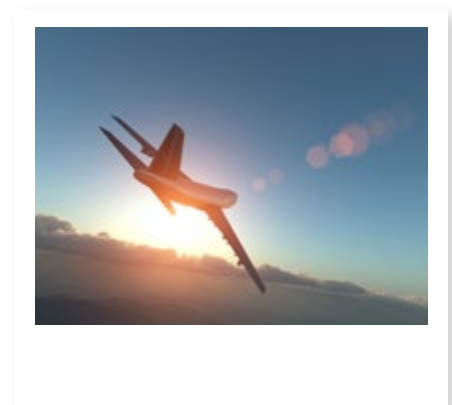


AERTEC Solutions has played a key role supporting AENA Airports in achieving the ICAO aerodrome certificate. With this aim, a team of certification and safety experts was deployed on-site at Palma de Mallorca Airport.

Following AENA Airports' internal procedures and considering international standards, the team was in charge of leading and managing the drafting of the Operations Manual of the airport, including its operations procedures, local regulations and the Safety Management System (SMS).

Since July of 2013, Palma de Mallorca Airport is certified by AESA (Spanish Aviation Safety and Security Agency), ensuring that the facilities are safe and that they are maintained international standards and national regulations.

Currently, our team continues supporting on-site the airport with tasks that involve the daily development and management of the SMS. Palma de Mallorca Airport handled 22.7 million passengers during the year 2013.



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