



International Civil Aviation Organization

**Third Meeting of the Middle East Regional Aviation Safety Group
(RASG-MID/3)**

(Kuwait, 27 - 29 January 2014)

Agenda Item 3: Regional Performance Framework for Safety

RASG-MID ENGAGEMENT STRATEGY

(Presented by the Secretariat)

SUMMARY

This paper presents a Draft RASG-MID Engagement Strategy, which was developed with the aim to enhance the level of participation in and support to RASG-MID and its subsidiary bodies, in order to achieve the expected goals from RASG-MID.

Action by the meeting is at paragraph 3.

1. INTRODUCTION

1.1 RASG-MID has been established with the main objective of enhancing safety in the Middle East Region and support the implementation of the Global Aviation Safety Plan (GASP) by ensuring effective coordination and cooperation between all stakeholders and monitoring progress in the implementation of the GASP.

1.2 RASG-MID should ensure that all safety activities at the regional and sub-regional level are properly coordinated to avoid duplication of efforts by encouraging collaboration, cooperation and resource sharing.

2. DISCUSSION

2.1 The meeting may wish to note that the level of attendance/support to the RASG-MID and its subsidiary bodies is far below expectation. In addition, the level of reply to the ICAO MID Regional Office State Letters and questionnaires related to safety is very low.

2.2 The Safety Management Workshop held in Muscat, Oman, 11-12 June 2013 discussed safety data sharing challenges, tools, and recommendations to enhance sharing of information on national and regional level. It highlighted the need to develop a strategy of engagement, which involves the top management, in order to enhance safety and reporting culture.

2.3 The RSC/2 meeting (Amman, Jordan, 28 - 30 October 2013) questioned about the mechanism to be used for the collection of safety data for the development of the Annual Safety Report. Accordingly, the meeting agreed that the ASRT will develop a Draft Strategy for the collection of safety data for review and consideration by the RASG-MID/3 meeting.

2.4 The RSC/2 meeting supported the recommendation of the Safety Management Workshop to provide a training (half-day) for top management (DGs and CEOs) on safety initiatives and activities including a High-level briefing on safety management (engagement strategy, etc) concurrently with the Second MID Safety Summit.

2.5 To improve coordination of civil aviation activities in the Region, avoid duplication of efforts and join efforts for the enhancement of safety, certain administrative and resource issues should be addressed at the appropriate level (Safety Summit, DGCA-MID meetings, High-level Go-Teams, etc).

2.6 In accordance with the RASG-MID Procedural Handbook, States should ensure necessary co-ordination and follow-up of the Group's activities within their Administrations. The Roles and responsibilities of the different RASG-MID stakeholders are defined as follows:

Chairperson(s)

2.6.1 The Chairperson will:

1. call for RASG-MID meetings;
2. chair the RASG-MID meetings;
3. keep focus on high priority items;
4. ensure agendas meet objectives to improve safety;
5. provide leadership for ongoing projects and accomplishments;
6. promote consensus among the group members;
7. coordinate RASG-MID activities closely with the Secretariat and follow-up meeting outcomes and actions; and
8. promote RASG-MID and lobby for contributors.

Secretariat

2.6.2 The Secretariat will support the Chairperson by providing administrative, coordination and technical support to the RASG-MID. In particular, The Secretariat will:

1. coordinate meeting logistics with meeting host(s);
2. develop meeting agendas;
3. ensure meeting agendas, documentation and summaries are provided to members;
4. ensure meeting summaries, notices, and related documents are posted in a timely manner on the RASG-MID section of the ICAO MID Regional Office website;
5. track, monitor and facilitate action items and report status to the Group;
6. ensure alignment of RASG-MID activities with the GASP/GASR;
7. maintain communication with the Co-Chairs, and RASG-MID members;
8. identify required administrative support; and
9. manage the RASG-MID work programme.

Members:

2.6.3 Representatives of States designated as Members of the Group shall assume the duties and responsibilities of ensuring the normal conduct of business of the Group. Members should attend regularly all the meetings of the Group and maintain the continuity of the Group's work in the interval between meetings. This may take the form of assignment of specific tasks to selected individual Members.

2.6.4 Representatives of international/regional organizations and industry (partners) should participate actively in the meetings of the Group activity, provide technical expertise and collaborate in RASG-MID initiatives.

Note: Each RASG-MID member State should designate a Member, an Alternate and Adviser(s); and each Partner should designate a Representative and an Alternate, able to support RASG-MID goals and objectives. If designated representation changes, any proposed replacement must be submitted to the RASG-MID Secretary.

2.6.5 RASG-MID members/partners will:

- a) come to the RASG-MID meetings prepared, and provide active support by deliberating and identifying issues;
- b) support goals and objectives by maintaining timely and active communication between administration/organization represented and RASG-MID; and
- c) share safety improvements with RASG-MID members.

2.7 In order to address the above subject and enhance RASG-MID efficiency, a Draft Engagement Strategy has been developed as shown in **Appendix A** to this working paper.

3. ACTION BY THE MEETING

3.1 The meeting is invited to:

- a) review and update, as appropriate, the Draft RASG-MID Engagement Strategy at **Appendix A**;
- b) task the RSC to finalize the Strategy; and
- c) address any associated issue.

APPENDIX A



1 EXECUTIVE SUMMARY

In the context of renewed growth of air traffic and in light of anticipated increases in air travel, it is imperative to maintain a very strong focus on initiatives that will further improve safety outcomes.

RASG-MID has been established with the main objective of enhancing safety in the Middle East Region and support the implementation of the Global Aviation Safety Plan (GASP) by ensuring effective coordination and cooperation between all stakeholders and monitoring progress in the implementation of the GASP.

The success of RASG-MID is dependent on the commitment, participation and contributions of its members from States and industry alike through financial and in-kind support.

The objective of this document is to outline a strategy and plan for engagement and communication with safety stakeholders and partners in the MID to enhance the level of participation in and support to RASG-MID and its subsidiary bodies, in order to achieve the expected goals from RASG-MID.

2 STAKEHOLDER ENGAGEMENT

This section of the document outlines the strategy and plan for the engagement of safety stakeholders in the MID Region.

2.1 Why do we need engagement?

The need for enhanced safety stakeholders' engagement is three-fold;

- Benefits for Stakeholders
 1. They will contribute as experts in their field to the activities of RASG-MID.
 2. They will have a platform to voice their issues and concerns.
 3. They will take part in the decision making process.
- Benefits for RASG-MID
 1. Enhanced quality decision making.
 2. Streamlined program/work development process.
 3. Enhanced collaboration and capacity for innovation.
 4. Effective implementation of action plans to achieve agreed safety targets.
- Benefits for the Region
 1. More transparent communication.
 2. More synergies.
 3. Avoid duplication of efforts.

2.2 Who are our safety stakeholders?

Safety is everyone's concern, and within that context the following are RASG-MID's safety stakeholders;

- States
- Airline
- Airports
- Air Navigation Service Providers
- International Organizations
- Regional Organizations
- Maintenance and Repair Organizations
- Training Organizations
- Aircraft Manufacturers

2.3 What is the desired outcome from engagement?

RASG-MID wishes to achieve the following through enhanced engagement with safety stakeholders;

- Regional, national, and local knowledge and awareness.
- Buy-in.
- Commitment.
- Contribution to the work under RASG-MID.
- Attendance of meetings, events, and forums.

2.4 Engagement Strategy & Tools

2.4.1 Sharing of Information:

RASG-MID shares information with all safety partners and stakeholders, in order to keep them aware of the different activities and deliverables of RASG-MID. Such information sharing is ensured through:

1. RASG-MID meetings reports.
2. MID Safety Summits.
3. RASG-MID quarterly Newsletter (To be developed).
4. Bulletins and circulars.
5. RASG-MID Webpage.

2.4.2 Buy-in and Commitment Campaign:

To ensure the continued commitment and contribution of safety partners in the MID Region to various RASG-MID activities, the following will be used as a means to achieve engagement and commitment:

1. High-level engagement and commitment of CEOs/DGs:

Half a day of each MID Safety Summit will be dedicated to CEOs/DGs of regulators, airlines, ANSPs, and airports from the Region. Such half a day will be focused on:

- a) the engagement and commitment of CEOs/DGs to RASG-MID activities;
 - b) the commitment of availing the right expertise at RASG-MID and its subsidiary bodies meetings and forums;
 - c) the continuity of participation of representatives in RASG-MID meetings; and
 - d) the commitment for global and regional safety measures such as SSP, SMS.
2. Commitment and contribution of States, airlines, airports, ANSPs, manufacturers and organizations:

Following the high-level engagement and commitment of CEOs/DGS, RASG-MID will, through the ICAO, IATA, CANSO, and ACI Offices, approach all their members to:

- a) identify focal points for all RASG-MID subsidiary bodies; and
 - b) identify volunteers to contribute to the work of RASG-MID.
3. Sharing and exchange of safety data and information:

Without proper and accurate safety data and information sharing, RASG-MID will not be able to continue its work and achieve its goals. Within that context, RASG-MID will use the following to expand the safety data sharing and exchange platform:

- a) make use of IATA safety data sharing tool such as STEADES, and FDX;
- b) expand the use of the ICAO tools and databases such as iSTARS, ECCAIRS, etc;
- c) launch a campaign to promote safety culture and safety data sharing among safety partners in the region, through;
 - i. Presentations at regional forums and events; and
 - ii. Circulars and Bulletins
- d) the continuity of participation of representatives in RASG-MID meetings; and
- e) the commitment for global and regional safety measures such as SSP, SMS

2.4.3 Travel budget and financial support:

Travel budget remains one of the main challenges for safety partners in the Region to continuously attend and take part in RASG-MID activities. RASG-MID will explore means to assist and support partners in meeting this challenge.

Where possible, meetings, events, and forums will be held in connection with other events already planned so as to avoid extensive travel and costs.

Virtual meetings will be used to compensate for face-to-face meetings where possible.

3 MONITORING OF EFFECTIVENESS

3.1 How to assess engagement and effective communication?

RASG-MID should monitor the implementation of the engagement strategy and assess its effectiveness based on the following:

- level of participation in RASG-MID activities and forums;
- effective implementation of safety action plans and mitigation measures;
- achievement of safety targets within set timelines;
- streamlining of efforts and avoidance of duplication of efforts;
- level of communication with stakeholders as per set plans; and
- Feedback questionnaire (customers satisfaction surveys) from RASG-MID stakeholders and partners.

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