International Civil Aviation Organization

Second 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**

IOSA/ISAGO WORKSHOP

(Presented by IATA)

SUMMARY

IATA organized an IOSA/ISAGO Workshop on 20-21 October 2013 that was followed by an ISAGO auditor's training course on 22-24 October 2013, at the purpose of increasing awareness of the benefits of such programs in promoting safety oversight activities. Both events were hosted by Emirates and sponsored and supported by UAE GCAA, Dubai Airports Company, and DNATA.

This Working Paper highlights the outputs of the IOSA/ISAGO workshop that took place in October 2013.

Action by the meeting is at paragraph 3.

1.   INTRODUCTION

1.1   The IOSA/ISAGO Workshop was successfully held in Dubai, UAE on 20-21 October 2013. The workshop was followed by an ISAGO Auditor's training course on 22 – 24 October 2013. Both events were organized by IATA, hosted by Emirates and sponsored by UAE GCAA, Dubai Airports Company, and DNATA.

1.2   The workshop was attended by 86 representatives from States' Regulators, Airlines, Airports, and Organizations. The main objectives of the workshops were to provide regulators, airports, and airlines with:

1.2.1   An overview of the IOSA/ISAGO programs.

1.2.2   Presentations and testimonials by regulators in the region that have already made use of IATA audit programs.

1.2.3   Hands-on sessions with case studies on how IOSA and ISAGO can be used by a regulator and how the two programs can be used to complement safety oversight activities.

1.3   The main Conclusions and outcomes of the workshops were:

1.3.1   Increased awareness of IOSA/ISAGO programs which is in accordance with the MID safety strategy and action plans.

1.3.2   DNATA, ASE, and Etihad Airways volunteered to implement IGOM within their ground operations.

1.3.3   UAE GCAA and IATA are now working on a plan for the use of ISAGO to complement safety oversight activities within the UAE.

1.3.4   Some additional ISAGO pool members were identified and IATA will be working with these airlines to complete their membership process.

2.   DISCUSSION

2.1   One of the sessions addressed the use of IOSA to complement safety oversight activities by a regulator. The audience raised several concerns and requirements to enable successful use of IOSA to complement safety oversight as follows:

2.1.1   There is a need for more training and awareness for regulators.

2.1.2   There is a need for bodies like ACAC to recognize the audit program and encourage State's regulators to make use of it.

3.   ACTION BY THE MEETING

3.1   The meeting is invited to:

   a) review the content of this working paper and the summary of the IOSA/ISAGO workshop as at **Appendix A** to this working paper;

   b) provide input on the action items to address the outcomes of the IOSA/ISAGO workshop; and

   c) volunteer for future collaboration with IATA to make use of the IOSA and ISAGO programs to complement safety oversight activities.

APPENDIX A

IOSA-ISAGO Workshop

20-21 October 2013
Dubai, UAE

SUMMARY OF DISCUSSIONS

I.   <u>General</u>

1. **Place and Duration**

The IOSA-ISAGO Workshop was successfully held in Dubai, UAE on 20-21 October 2013.

The workshop was followed by an ISAGO Auditor's Training Course on 22-24 October 2013.

Both events were organized by IATA and hosted by Emirates. UAE GCAA, Dubai Airports Company, and DNATA supported and sponsored the events.

2. **Attendance**

The workshop was attended by 86 representatives from States' regulators, airlines, airports, and Organizations. The list of participants is at **Attachment A** to this Summary.

3. **Objective**

The objectives of the workshop are to provide regulators, airports, and airlines with:

1. An overview of IOSA and ISAGO programs
2. Presentations and testimonials by regulators in the region that have already made use of IATA audit programs
3. Hands-on sessions with case studies on how IOSA and ISAGO can be used by a regulator and how the two programs can be used to complement safety oversight activities

II. <u>Summary and Outcome of Discussions</u>

The Workshop provided a balance between the time allocated to presentations covering concepts, "institutional and training" issues and interactive discussions related to how IATA audit programs can be used to complement safety oversight activities.

The first day was facilitated and managed by Michael Herrero, IATA. While the second day was facilitated and managed by Grant Wilson, IATA.

All the presentations are attached to this summary.

1. **Integrated Solution for Ground Operations (ISAGO, IGOM, GDDB)**

The objective of this session was to set the scene for the case study sessions.

Monika Mejstrikova, IATA, gave an overview of ISAGO, IGOM, and GDDB.

The session provided the participants with the basis for discussions during the case-study sessions.

2. **Case Study 1: Use of ISAGO to complement safety oversight activities of a ground handling agent**

    This session was supported by two presentations; the first one by Naushad Kannu from Dubai Airports Company, and the second by Mohammed Ahmed Younis from UAE GCAA.

    Monika Mejstrikova, from IATA facilitated the discussions during this session with the speakers;

    1. Mohammed Ahmed Younis , UAE GCAA
    2. Clyde D'Souza, Qatar Airways
    3. Naushad Kannu, Dubai Airports Company
    4. Mohamed Hanno, ASE

    The sessions concluded with an acknowledgement from the speakers of the benefit of ISAGO to complement safety oversight, and the need to make use of such a program to enhance safety and reduce redundancy.

3. **Case Study 2: Use of ISAGO to evaluate new Ground Handling Service Providers (GSPs)**

    This session was supported by a presentation by Mohamed Hanno from ASE.

    Monika Mejstrikova, from IATA facilitated the discussions during this session with the audience. Airline operators shared their experience on how they evaluate GSPs within their procurement process.

    The audience also raised concerns on how monopolized markets might be penetrated, and how ISAGO registry can affect insurance premiums.

    The sessions concluded with recommendations on having a balance between safety standards and price of service when evaluating new GSPs.

4. **Case Study 3: Use of IGOM to harmonize ground operations procedures/standards**

    This session was supported by two presentations; one by Mazen Qursha from DNATA, and one by Sharif Hassan from ASE.

    Joseph Suidan, from IATA facilitated the discussions during this session with the speakers and the audience.

    Based on the discussions during the session, three volunteers to implement IGOM were identified; DNATA, ASE, and Etihad Airways.

5. **IOSA and Enhanced IOSA**

    The objective of this session was to set the scene for the case study sessions.

    Giancarlo Buono, IATA, gave an overview of IOSA and Enhanced IOSA.

    The session provided the participants with the basis for discussions during the case-study sessions.

6. **Sharing of Experiences: Regulators in the region that have already mandated IOSA**

This session was supported by two presentations; the first one by Capt. Sameh El Hefny from Egypt Air, and the second by Captain Mohammed Al Saadi from UAE GCAA.

Both speakers shared their experience of how IOSA was used to complement safety oversight activities as an example.

7. **Case Study 1: Use of IOSA to complement safety oversight activities by a regulator**

This session was supported by a presentation by Captain Andreas Mateou from UAE GCAA.

Giancarlo Buono, from IATA facilitated the discussions during this session with the speakers and audience.

The audience raised several concerns and requirements to enable successful use of IOSA to complement safety oversight;

  ➢ There is a need for more training and awareness for regulators
  ➢ There is a need for bodies like ACAC to recognize the audit program and encourage State's regulators to make use of it

8. **Case Study 2: How E-IOSA provides continued conformance to standards**

This session included a presentation by Matthew Wickens from Emirates on how Enhanced IOSA works, and what will be required from an airline to undergo an E-IOSA audit.

An Enhanced IOSA Workshop will be organized during the first quarter of 2014 to guide airlines on how they can fulfill the requirements under E-IOSA.

III.   Closing

The workshop was concluded with closing remarks by IATA and Emirates.

IV.   Main Conclusions and Action Items

  • Workshop objectives if raising awareness were met.
  • DNATA, ASE, and Etihad Airways volunteered to implement IGOM within their ground operations.
  • UAE GCAA and IATA are now working on a plan for the use of ISAGO to complement safety oversight activities within the UAE.
  • Some additional ISAGO pool members were identified and IATA will be working with these airlines to complete their membership process.

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