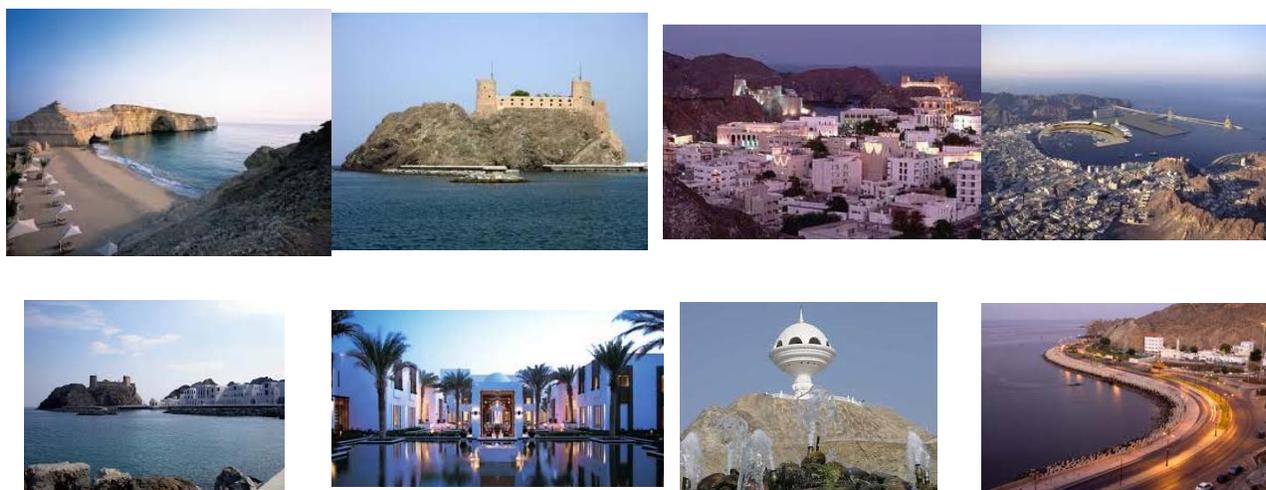




Safety Management Workshop

11-12 June 2013

Muscat, Oman



OMAN AIR  **الطيران العماني**

SAFETY MANAGEMENT WORKSHOP
Summary of Discussions

SUMMARY OF DISCUSSIONS

I. GENERAL

1. Place and Duration

1.1 The Safety Management Workshop was successfully held in Muscat, Oman on 11-12 June 2013. The event was organized jointly by IATA and ICAO and hosted by Oman Air.

2. Attendance

2.1 The Workshop was attended by 99 representatives from States' regulators and Air Navigation Service Providers, airlines, airports, and Organizations. The list of participants is at **Attachment A** to this Summary.

3. Agenda

3.1 The agenda was developed around the main following topics:

- a) Introduction and Expectations
- b) ICAO SMS/SSP Framework
- c) SMS and IOSA
- d) Regional best practices
- e) Safety data sharing
- f) How can we accelerate SSP/SMS implementation
- g) Conclusions and closing session

A copy of the detailed Agenda/Work Programme is available at:

<https://extranet2.iata.org/sites/smw-june/default.aspx>

3.2 From extensive feedback it was confirmed that the Agenda was well balanced, informative and interesting and that it met the expectations of the participants.

4. Objective

4.1 The purpose of the Safety Management Workshop was to promote the RASG-MID and in particular its Safety Support Team (SST) activities related to safety management and stimulate a dynamic exchange of knowledge and experience on the development and effective implementation of SSP/SMS with an emphasis on the need to improve the reporting and sharing of safety data at national and regional level.

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II. SUMMARY AND OUTCOME OF DISCUSSIONS

2.1 The Workshop provided a balance between the time allocated to presentations covering concepts, “institutional and training” issues and practical experiences related to safety management and a forum for open discussions, exchange of knowledge and experience. Much thought and effort had been put into the development of the presentations by the speakers who have been thanked for the time and effort they dedicated to the Workshop and the enthusiasm and commitment to their subjects.

2.2 All the presentations are available at: <https://extranet2.iata.org/sites/smw-june/default.aspx>. To be able to access this web-page, please follow the instructions:

- a) Click on the following site, it will ask you to write your email ID, so please enter your email address in both blanks, and then click on SUBMIT:
<http://www2.iata.org/registration/getemailpage.aspx?siteurl=smw-june>.
- b) Once you have submitted the request, you will receive an email from a generic email address asking you to click on a link to validate your email address.
- c) After validating your address, you will automatically receive an email containing a username and password which you will need to log in the MID Safety Summit page.

ICAO SMS/SSP Framework

2.3 The objective of this session was to set the scene for further discussion on all safety management-related issues.

2.4 Mohamed Smaoui, Regional Officer ANS/AIM, ICAO, gave an overview of the safety management concept, the SMS/SSP frameworks and phased approach to implementation in the region.

2.5 The session provided the participants with the basis for discussions during the break-out sessions on the second day of the Workshop.

SMS and IOSA

2.6 This session was supported by two presentations; the first one addressed the SMS provisions captured under IOSA standards and level of conformance with these standards on a regional level; and the second presentation was about the IATA available tools and training courses to support SMS implementation.

2.7 Ruby Sayyed, Assistant Director SO&I and Richard Howard, Safety Instructor, both from IATA delivered the presentations in this session.

Regional Best Practices

2.8 This session was supported by presentations from different organizations highlighting progress and challenges of SMS implementation. Four presentations were delivered during this session:

- a) Airline perspective by Capt. Henry Donohoe, Senior Vice President, Emirates Airlines.
- b) CANSO perspective by Marthinus Olivier, MASI, Serco Middle East.
- c) ANSP perspective by Michael Boyd, ATS Safety Manager, Serco Middle East.
- d) Airport perspective by Jamal Zaal, Vice President, Dubai Airports Company.

SAFETY MANAGEMENT WORKSHOP
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2.9 The session was facilitated by Capt. Henry Donohoe, Senior Vice President, Emirates Airlines.

Break Out Session 1: Safety Data Sharing

2.10 This session was a brain storming session that engaged all participants in discussions on safety data sharing challenges, tools, and recommendations to enhance sharing of information on national and regional level. To set the scene three presentations were delivered:

- a) Safety Data and Information requirements under the Annual Safety Report Team, presented by Ruby Sayyed, Assistant Director SO&I.
- b) Regulator experience in safety reporting, presented by Ghanim Abdulla, Sr. Cabin Inspector/Flight Operations, GCAA.
- c) Airline perspective on safety reporting presented by Captain Hesham Noor, Manager Flight Safety & Human Factors, Gulf Air.

2.11 The session was facilitated by Ruby Sayyed, Assistant Director SO&I.

2.12 The presentations were followed by interactive discussions with the audience that led to the following Conclusions:

- A High-level briefing on safety management is to be provided to the Top management (DGs and CEOs) concurrently with the next MID Safety Summit in 2014;
- use of existing tools to enhance safety data reporting (IATA and ICAO Tools);
- enhance safety culture to promote reporting, through:
 - Management commitment and leadership
 - Non-punitive approach (Safety Culture)
 - Safety Promotion (training and communication)
 - Motivation: Incentives and rewards
 - Ownership
 - Transparency
 - Feedback after reporting (action taken)
- adopting a collaborative approach and pooling of resources (RSOOs, forums, event) for sharing of expertise and best practices; and
- importance of the role of the regulator in achieving effective safety reporting culture.

SAFETY MANAGEMENT WORKSHOP
Summary of Discussions

Break Out Session 2: How can we accelerate SSP/SMS implementation?

2.13 This session was a brain storming session that engaged all participants in discussions on SMS/SSP implementation and associated action plans. To set the scene three presentations were delivered:

- a) Mohamed Smaoui, Regional Officer ANS/AIM, ICAO
- b) Capt. R. Dharamraj, Sr. Manager. Safety, Quality and Standards, Qatar Airways
- c) Chamsou Andjorin, Director Aviation Safety Africa & ME, Boeing

2.14 The session was facilitated by Mohamed Smaoui, Regional Officer ANS/AIM, ICAO.

2.15 The presentations were followed by interactive discussions with the audience that led to the following Conclusions:

- To assess current SSP/SMS implementation status:
 - An SMS/SSP Questionnaire will be circulated through an ICAO State Letter
 - Personalized phone interviews by SST will follow the ICAO State Letter
 - As a first step, only Phase 1 will be captured in the questionnaire
 - Use data from other sources USOAP-CMA, IOSA, ISAGO, etc.
- Visits to States to assess level of SSP/SMS implementation (gap analysis and support driven by SST in the form of Go-Teams) will be launched in 2014.
- COSCAP-GS website will be used to create a web-page for follow-up/monitoring of progress of SMS/SSP implementation (indicators/targets). Next step is to use same web-page to monitor all safety indicators/objectives under MID Safety Strategy.
- Regular meetings of SST to discuss SSP/SMS implementation.
- The following volunteered to join and support the work of the SST:
 - Ghanim Abdulla, UAE GCAA
 - Jamal Zaal, Dubai Airports
 - Capt. Manin Al Said, Oman Air
 - Salem Al Harthy, OAMC
 - Abdullah Alhudaifi, Yemen CAMA
 - Two representatives from GFSC (names to be provided later)

2.16 The outcomes of this Workshop will be presented to the SST for follow-up and further actions.

III. CLOSING

3.1 The importance of gathering all stakeholders and providing forums for discussion of safety management issues was highlighted. In this respect, the participants expressed their gratitude to IATA and ICAO for organizing the Safety Management Workshop and to Oman Air for hosting the Workshop in Muscat; and invited ICAO and IATA to continue on this pace and to the maximum extent, organize joint events.



Safety Management Workshop
11-12 June 2013
Muscat, Oman

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