International Civil Aviation Organization

RASG-MID Steering Committee

Fourth Meeting (RSC/4)
(Cairo, Egypt, 15 – 17 December 2015)

Agenda Item 3:   **Regional Performance Framework for Safety**

OUTCOME OF THE SAFETY MANAGEMENT WORKSHOP

(Presented by the Secretariat)

SUMMARY
The Safety Management Workshop was successfully held in Kuwait from 25 to 27 May 2015. Action by the meeting is at paragraph 3.
REFERENCES
- The Safety Management Workshop Summary of Discussions.

1.   INTRODUCTION

1.1   Under the RASG-MID framework, the Workshop was jointly organized by the ICAO MID Regional Office and COSCAP-GS and gratefully hosted by DGCA Kuwait.

1.2   The Workshop was attended by 108 representatives from States' regulators and Air Navigation Service providers, airlines, airports and organizations. All the presentations are available at: www.icao.int/mid and www.coscap-gs.org.

2.   DISCUSSION

2.1   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 levels.

2.2   The Summary of Discussions is at **Appendix A**, which also includes Conclusions and Recommendations (near and mid-terms).

2.3   The Work Programme of the Workshop included the following main subjects addressed by specific presentations and/or discussion panels:

   a) Evolution of Annex 19 and Global Aviation Safety Plan (GASP);
   b) SSP implementation including strategies and tools such as SSP Gap Analysis tool on iSTARS, SSP evaluation using the updated USOAP Protocol Questions;
   c) ICAO Safety Management Training Programme;
   d) Regional Safety Activities including RASG-MID activities, the MID Region Safety Strategy and the establishment of the proposed MENA RSOO;

e) Regional experience and best practices in implementing SSP/SMS from different perspectives (regulators, airline operators, ANSPs, Aerodrome Operators, etc.);
f) SMS and IATA E-IOSA and ISSA programs;
g) SMS and Accident and Incident Investigation;
h) Preparedness of States to implement the Annex 19 provisions and GASP priorities;
i) Safety data sharing; and
j) Reporting Mechanisms/Systems and safety culture.

2.4   With respect to reporting Mechanisms/Systems and safety culture, it was highlighted that the RASG-MID/4 meeting, through Conclusion 4/2, invited States to enhance their mandatory reporting system, and establish, if not already done, an effective voluntary confidential and non-punitive reporting system to enhance the collection of data on hazards and associated safety risks that may not be captured by the mandatory reporting system. It was noted that the meeting tasked MID-SST to conduct a study on the need and feasibility of establishing a MID Region Safety Database.

2.5   In this regard, the Workshop agreed to the following Conclusions/Recommendations:

Near-term:

• Enhance safety culture to promote reporting at national level, 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)
➢ Strengthening the regulator's role in achieving effective safety reporting culture.

Mid-term:

• With regard to the MID Region safety database, it was highlighted that such a database could partially address the issue of confidentiality and protection of safety information through the de-identification of the source of safety data, which represent a barrier for an effective reporting system.

• Taking into consideration the enhancement required for the reporting system at national level and the action plan for the establishment of the MENA RSOO, it was recommended that the establishment of a regional/sub-regional safety database should be considered by the MENA RSOO, when established.

• To gain efficiency, the integration of various management systems, including quality and safety, security, environment, etc., should be considered.

3.   ACTION BY THE MEETING

3.1   The meeting is invited to review the Summary of Discussions of the Workshop and support its Conclusions and Recommendations under 2.5 above.

APPENDIX A

ICAO Middle East Regional Office	COSCAP-GS

Safety Management Workshop

(Kuwait, 25-27 May 2015)

SUMMARY OF DISCUSSIONS

1.   GENERAL

1.1   **Place and Duration**

1.1.1   The Safety Management Workshop was successfully held in Kuwait from 25 to 27 May 2015. The event was organized jointly by the ICAO MID Regional Office and COSCAP-GS and gratefully hosted by DGCA Kuwait.

1.2   **Attendance**

1.2.1   The Workshop was attended by 108 representatives from States' regulators and Air Navigation Service Providers, airlines, airports, and Organizations. The list of participants is at **Attachment A** to this Summary.

1.3   **Agenda**

1.3.1   The agenda was developed around the main following topics:

Agenda Item 1:   Welcome & Opening

Agenda Item 2:   Global & Regional Developments related to Safety Management

Agenda Item 3:   Regional and National Best Practices related to SSP/SMS Implementation

Agenda Item 4:   Safety Culture & Data Sharing

Agenda Item 5:   How to Expedite the SSP/SMS Implementation

Agenda Item 6:   Closing

1.3.2   The work programme of the Workshop included the following subjects addressed by specific presentations and/or discussion panels:

a) Opening and introduction.
b) Evolution of Annex 19 and Global Aviation Safety Plan (GASP)
c) Regional Safety Activities
d) Regional experience and best practices in implementing SSP/SMS
e) SSP implementation
f) ICAO Safety Management Training Programme
g) SMS and IATA E-IOSA and ISSA programs
h) SMS and Accident and Incident Investigation
i) Preparedness of States to implement the Annex 19 provisions and GASP priorities
j) Safety data sharing
k) Reporting Mechanisms/Systems and safety culture
l) Conclusions and closing session

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1.3.3   A copy of the detailed Work Programme is available at: www.icao.int/mid and www.coscap-gs.org.

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

1.4   **Objective**

1.4.1   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 levels.

2.   **SUMMARY AND OUTCOME OF DISCUSSIONS**

2.1   The Workshop provided a balance between the time allocated to presentations covering concepts and practical experiences related to safety management and a forum for open discussions, exchange of knowledge and experience. It provided valuable Panel Sessions and opportunities for networking, collaboration and coordination, as well as sharing of experiences. 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: www.icao.int/mid and www.coscap-gs.org.

Evolution of Annex 19 and Global Aviation Safety Plan (GASP)

2.3   The objective of this session was to provide an overview on the development of Annex 19, the subjects being addressed in the first amendment and expected timelines, outcomes of the Second High-level Safety Conference, as well as the GASP objectives and timelines.

2.4   Elizabeth Gnehm, Technical Coordinator, Safety Management, ICAO HQ, gave an overview of the two-phase approach, the Safety Management Panel work programme, conclusions and recommendations from the Second High-level Safety Conference related to safety management.

2.5   The session provided the participants with the basis for discussions during the panel on the second day of the Workshop.

Regional Safety Activities

2.6   This session provided updated overview information on the RASG-MID activities, the MID Region Safety Strategy and the establishment of the proposed MENA RSOO.

2.7   Mashhor Alblowi, Regional Officer, Flight Safety, ICAO MID Regional Office, gave detailed information on the RASG-MID's objectives, working arrangements, achievements and deliverables, as well as the work programme and future plans of the MID-SST with regard to SSP/SMS

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implementation in the MID Region. Participants were apprised of the MID Region Safety Strategy and the progress made to achieve its safety targets.

2.8   The Workshop was apprised of the outcome of the ACAC/ICAO Study on the establishment of an RSOO for MENA States, including the committed States to the establishment process of the MENA RSOO and the next steps.

Regional experience and best practices in implementing SSP/SMS

2.9   Three sessions took place over the first and second day supported by presentations from different organizations highlighting progress and challenges of SSP and SMS implementation from different perspectives (regulators, airline operators, ANSPs, Aerodrome Operators, etc). The following presentations were delivered during these sessions:

   a) States perspective by
       1- Faleh AL-Enezi, DGCA Kuwait;
       2- Walid Al Rahmani, GCAA UAE;
       3- Mohamed Gaafar, Sudan CAA; and
       4- Badr Alharbi, GACA Saudi Arabia

   b) Airline perspective by:
       1- Carl Holt, Emirates Airlines; and
       2- Kamil Al Awadhi, Kuwait Airways

   c) ANSP perspective by:
       1- Thamer Alsrisri, ANS, GACA, Saudi Arabia; and
       2- David Jones, Bahrain ATC/Serco

   d) Airport perspective by:
       1- Osama Al Shawaf, Kuwait International Airport (KIA), DGCA Kuwait

   e) CANSO perspective by:
       1- Khaled Arabiyat, CANSO; and
       2- Hamad M. Alaufi, CANSO

   f) FAA perspective by:
       1- Aaron Wilkins, FAA

   g) EASA perspective by:
       1- Juan de Mata Morales Lopez, EASA

SSP implementation

2.10   The objective of this session was to provide some suggested strategies and tools for progressing and monitoring SSP implementation.

2.11   Elizabeth Gnehm, Technical Coordinator, Safety Management, ICAO HQ, gave an overview of the SSP Gap Analysis tool on iSTARS, SSP evaluation using the updated USOAP Protocol

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Questions, developing an SSP implementation Plan and SSP commensurate with the size and complexity of aviation activities.

2.12   The ICAO flyers related to Annex 19, GASP, SSP Gap Analysis, iSTARS-SPACE, and Analysis Workshop at **Appendix A**, were provided.

ICAO Safety Management Training Programme

2.13   Elizabeth Gnehm, Technical Coordinator, Safety Management, ICAO HQ, provided an update on the development of the ICAO's Safety Management Training Programme, including the course's objectives, structure, content and expected benefits.

SMS and IATA E-IOSA and ISSA programs

2.14   Jehad Faqir, Head of Safety & Flight Operations, IATA MENA, provided an overview of the IOSA programme and its developments including E-IOSA and IATA's efforts to enhance flight safety and support airline SMS implementation by incorporating specific SMS provisions into the IATA IOSA Programme. He gave also a short briefing on the new IATA Standard Safety Assessment (ISSA) programme and its objectives.

Preparedness of States to implement the Annex 19 and GASP provisions

2.15   The Discussion Panel was moderated by Nadia Konzali, Project Coordinator, COSCAP-GS.

2.16   This Panel discussed the preparedness of States to implement the provisions of Annex 19 and GASP priorities including the impact of the new USOAP Protocol Questions (PQs) related to Annex 19. States and Organizations shared their experiences and ideas on the subject. The discussions covered in particular the reporting systems and associated challenges.

SMS and Accident and Incident Investigation

2.17   Adnan Mohamed Malak, Director of Investigation, AIB, Saudi Arabia, shared the experience of Saudi Arabia related to the separation of the of the Accident and Incident Investigation functions from the Civil Aviation Authority. He highlighted also the link between SSP/SMS and AIG.

Safety Data Sharing

2.18   This session provided a briefing on the main outcomes of the Third Annual Safety Report and ASRT activities as well as the available tools for safety data sharing. The following presentations were delivered:

a) MID Annual Safety Report by Adnan Takrouri, IATA, RJ; and
b) IATA tools (GADM, FDX and STEADES) by Jehad Faqir, Head of Safety & Flight Operations , IATA MENA.

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Reporting Mechanisms/Systems and safety culture

2.19   This discussion panel was moderated by Mohamed Smaoui, Deputy Regional Director, ICAO MID Regional Office.

2.20   The Panel was managed as a brain storming session dedicated to the need and feasibility of establishing a MID Region Safety Database. The discussions covered: mandatory and voluntary reporting systems, safety data sharing challenges, tools, and recommendations to enhance sharing of information at national and regional level.

2.21   To set the scene, Mashhor Alblowi, Regional Officer, Flight Safety, ICAO MID Regional Office, delivered presentation on the Annex 19 requirements related to the mandatory and voluntary reporting systems and the RASG-MID outcome related to the low level of reporting of safety data in the MID Region. It was highlighted that the RASG-MID/4 meeting, through Conclusion 4/2, invited States to enhance their mandatory reporting system, and establish, if not already done, an effective voluntary confidential and non-punitive reporting system, to enhance the collection of data on hazards and associated safety risks that may not be captured by the mandatory reporting system. The MID-SST was tasked to conduct a study on the need and feasibility of establishing a MID Region Safety Database.

2.22   The discussions led to the following Conclusions:

Near-term:

- enhance safety culture to promote reporting at national level, 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)
  ➢ Strengthening the regulator's role in achieving effective safety reporting culture.

Mid-term:

- With regard to the MID Region safety database, it was highlighted that such a database could partially address the issue of confidentiality and protection of safety information through the de-identification of the source of safety data, which represent a barrier for an effective reporting system.
- Taking into consideration the enhancement required for the reporting system at national level and the action plan for the establishment of the MENA RSOO, it was recommended that the establishment of a regional/sub-regional safety database should be considered by the MENA RSOO, when established.
- To gain efficiency, the integration of various management systems, including quality and safety, security, environment, etc, should be considered.

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3. **CLOSING SESSION**

3.1   The importance of gathering all stakeholders and providing forum for discussion of safety management issues was highlighted. In this respect, the participants expressed their gratitude to ICAO MID Regional Office, COSCAP-GS for organizing the Safety Management Workshop and to Kuwait DGCA for hosting the Workshop in Kuwait.

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