IBAC International Standards in Practice

Tuesday November 1, 2016 from 10:30 am - 12:00 pm

PRESENTED BY:
Bennet Walsh – IS-BAO™ Programme Director / Captain Mike Ott, Phoenix Air Safety/Security Manager
Terry Yeomans – IS-BAH™ Programme Director / Bob Schick TAC Air
Safety is an unwritten expectation …
“If you could make any changes to improve the safety of your workplace, what would they be?”
“A total of 48 percent of respondents reported having one to three ground-handling incidents or close calls in the last three years, while 8 percent reported having four to nine incidents or close calls.”

The National Business Aviation Association (NBAA) Safety Committee Survey 2016
$112,000.00

13 yr historical average for general aviation ground-handling-related claims.

Source: AirSure Limited, Colorado

2015> US$200,000.00
<table>
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<th>Incident Costs</th>
<th>Profit Margin 5%</th>
<th>10%</th>
<th>20%</th>
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*Sales Required To Cover Losses*

ICAO Annex 19

State oversight of “service providers”:

• Operators of aeroplanes or helicopters authorized to conduct international commercial air transport, in accordance with Annex 6, Part I or Part III, Section II, respectively;

• Operators of certified aerodromes in accordance with Annex 14.

• Note.—*International general aviation operators are not considered to be service providers in the context of this Annex.*

• Each State shall require that international general aviation operators of large or turbojet aeroplanes in accordance with Annex 6, Part II, Section 3, implement an SMS.
Annex 19 SSP

Service Providers
- Aerodromes Annex 14
- Aircraft Operators Annex 6 pt I / III
- International GA Annex 6 pt II

Third Party Supplier
- Airline Handling
- FBO/BAHA

IS-BAO™

SMS Maturity
Developments

- 2014 NTSB “Most Wanted List” - safety of airport surface operations.
- 2014 EASA A-NPA 2014-12 - regulation of ground handling service providers
- 2014 ICAO GHTF - look at safety, efficiency and standardization issues associated with ground handling
- 2015 EC COM 2015 613 – Brings GHSP into the EC “Basic Regulation”
- 2016 NBAA Safety Committee’s Top Safety Focus Areas - Ground-handling incidents
- 2016 July - FAA Supplemental Notice of Proposed Rulemaking (SNPRM) for safety management systems (SMS) in the airport area. FAA-2010-0997-0106
• Development
• Audit objectives
• Stages
• IS-BAH™ Progress –
  – Launched July 2014 – now on version 3 of the Standard
  – First registration – February 2015
  – Current registrations – 30 including US, Europe, Africa, Middle East and Asia – forecast in excess of 40 by end 2016
Why IS-BAH™?

Bob Schick
Director of Safety & Risk Management
Why IS-BAH?
Because at TAC Air “Safety is Service”

• TAC Air’s SMS and ground operations is about continuous improvement
• How do operators differentiate between FBOs?
• Why do operators choose 145 repair stations over other repair shops?
• IS-BAH provides a standard that is performance driven for GA not airlines.
• Third–party validation
Why IS-BAH?

Benefits: Provide Better Service

- TAC Air’s SMS and ground operations is about continuous improvement
- Good hard internal look through gap analysis
- Updated and improve processes, equipment, training and monitoring
- Improved efficiencies and less waste
- Service levels improve
SMS and Ground Operations

Challenge: Momentum

• TAC Air’s SMS program is mature but can always improve
• 14 locations = 14 opportunities to be different. “But Bob, you don’t understand”
• Stigma: Just another program or hoop to jump through? Flavor of the week
• Weeding out or institutionalizing “Tribal Knowledge”
• Controlling process drift
• Getting the message out and selling it to all levels of the organization
SMS and Ground Operations
Limited or Conflicting Standards

• Operators all have their own interpretation of what an SMS should be.
• Pilots fly aircraft they do not audit FBO’s
• IS-BAH provides a GA standard that is performance driven
• Scalable to all sized FBO’s
• Third–party validation
IS-BAH™ Principles

- Professional Code of Practice
- Voluntary – Registration Not Required
- Promotes Harmony of Operating Practices
- Scalable - Fits all Sizes of FBO/Handling
- Benchmarking Latest Trends
- SMS is at the Core
• "Conforming to IS-BAH™ high standards of excellence will greatly enhance our continuing efforts to mitigate risk while providing the safest possible operating environment for both our customers and our employees,"

• “…..when it comes to handling, we are fully convinced that implementing a strong Safety Management System is of primary importance. ISBAH ensures us the handler is conducting its operations under Internationally standardized practices. When selecting a handling provider, the ISBAH certification it is absolutely recommended!”
• “It is becoming increasingly important for business aviation operators to seek verification of the level of proficiency of its business aircraft handling and IS-BAH provides an excellent means of meeting safety management system requirements.”

• “This market-leading and standardised measure for handlers, FBOs and operators worldwide is a programme we strongly believe in and one we will be implementing in all our FBOs.”

• “This approach allows us to enhance our ground handling business, develop our safety culture and ensure the highest level of service”
“We’ve been tracking hazard and incident reports over the last few years and we’ve noticed a trend that the majority of our incidents are ground-handling related.”

“As a result of a recent incident, we are considering.. which FBOs have done thorough training and might be on their way to meeting the new IBAC standard”.

Senior Manager of Aviation Training and Standards – US Corporate Flight Department
• Its your standard!
• Only International Standard with a seat at ICAO
• Non-profit representing global business aviation through the Business Aviation Associations
• Representation via Standards Board of Operators like you!
• Enhanced Voluntary Safety Programs
IS-BAO Highlights

- Engaging ICAO during Annex development
- Engaging State Regulators Worldwide
- Beyond Stage 3 to resemble ICAO Continuous Monitoring
- Simplified Bulletin/Alert System
- Policy Review:
  - Auditor - Back to back Audits
  - Aircraft Management Companies
Zero to IS-BAO
A Skeptic’s Journey

PRESENTED BY:
Michael Ott, Safety Manager/Captain, Phoenix Air Group, Inc.
Introduction

Who am I? (and other pressing philosophical queries)

– Foreign Service Officer 1996 – 2001
– Started with Phoenix Air Group in 2001 as a Learjet copilot, later added G1, even later added G2 and G3
– Formal and informal safety training, including SMS
What is Phoenix Air Group?

- 14 CFR Part 135 charter company
- Almost no traditional charter
- Worldwide air ambulance Lear and G3, including Ebola flights
- Specialized cargo, including Class I Dangerous Goods
- Tactical military flying
- Heavy maintenance
- UAS training and operations
Imagine flying to India and back in a Lear 36 or a GIII
Or Africa, if you have Ebola
Specialty cargo
Military Ops
Heavy Maintenance
Where were we 1 Oct 2010?

- Actively managing risk
- Resistant to formal documentation
- Resistant to rules/standards imposed from outside
- Unwilling to give up our international work
- Impractical/impossible to manage primary means of compliance with upcoming ICAO rule, effective 18 Nov 2010
Decision

Adopt an SMS, as required for IS-BAO registration
Initial Steps

• Management buy-in on need to proceed
• Decide on source
  – Outside source
    • Off the shelf
    • Pay for development of tailored product
  – In-house development
“Off the Shelf”

• Advantages
  – Speed
  – Developed by experts in SMS

• Disadvantages
  – Unadapted to uniqueness of company’s operations
  – Expense
  – Little likelihood of acceptance by employees or management averse to outside “experts”
Tailored Product

• Advantages
  – Tailored to company’s actual operations and conditions
  – Developed by experts in SMS

• Disadvantages
  – Process would take longer than available time
  – Even greater expense
  – See earlier note about company’s views on outside “experts”
In-House Development

• Advantages
  – Speed (second fastest, if possible)
  – Expense
  – Tailored to company’s operations and conditions
  – More acceptable within company culture
  – Can be done by your insurance carrier if expertise not available in house

• Disadvantage
  – Prepared by me – trained, but no expert
After Deciding to Develop In-House

- Set aside time/arrange pay for developer
- Buy IS-BAO package using NBAA discount
- Track down notes from Oklahoma City and Bombardier Safety Standdown
So Ended the First Day...
Making the project manageable

- Couldn’t invent new stuff
- Limited to Pt 135 activities
- Just document what we were already doing
So, what changed?

- Formal evaluation of “riskiest” activities
- Formal notification of captain and management when on long legs or short runways (high altitude runways added later)
- Adaptation of all OSHA training programs into Risk Management system
- Formal and robust Hazard Reporting system
- Crew tools for assessing risk
So, if you were already using effective risk management,

WHAT’S THE POINT?
Benefits we have realized

International operations have continued uninterrupted, in spite of ICAO’s best efforts,

WHICH WAS THE WHOLE POINT, RIGHT?
But wait; there’s more…

Insurance

• Underwriters (ours) apply separate rating modifiers for SMS and IS-BAO registration

• Insurance agents (some of whom are in the room and can speak for themselves if I misspeak) typically are able to solicit more and lower bids from underwriters when seeking to insure IS-BAO registered companies/departments
And that’s not all…

Access to beneficial programs paid by insurer if you qualify. SM4 for us, which includes:

- Tony Kern and Convergent Performance
- Don Chupp and Fireside Partners
- Baldwin Aviation, an SMS developer
- ISF HS&E, a consultancy in business aviation and other aviation fields
- MedAire, medical, security and travel assistance
- Others added and dropped
We’ll even throw in...

Shift in corporate culture

• Captains feel more secure that they won’t be second guessed because formal management assessment/endorsement begins early

• Employees have an even greater outlet to voice their concerns about safety issues because they see results (Hazard Reporting tracked on employee website)

• PRIZES!
The Big Caveat

- Nothing is perfect, including SMS. We are still working to better align our SMS with our needs and operations. So far, SMS has only cost us my lost 4 weeks in 2010, and our benefits have been enormous.

- Chief Pilot thinks it’s the greatest safety enhancement since TCAS
Questions, Thoughts, Abject Heckling?
The IBAC International Standards for Business Aircraft Audit Programme Manual
2017

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www.ibac.org
2017 Joint IBAC ISP APM

Effective 01\textsuperscript{st} January 2017

Combines the audit Programmes of IS-BAO\textsuperscript{™} and IS-BAH\textsuperscript{™}

Clarifies audit principles, code of conduct and timelines

Better aligns SMS with ICAO

Removal of “minor” and “major” findings

Findings to be cleared before registration approved
Stage I – The SMS is Documented, Approved, Resourced and Implemented

Stage II – SMS is Implemented, Functioning Effectively, and Safety Performance Indicators (SPIs) are Being Measured

Stage III – SMS is Sustained and Supported by an Ongoing Improvement Process
“Interface Management”

Who determines which ground “handler” is used? On what basis? Who is actually providing the service(s)?
Exercise
“an effective SMS should factor in the risks associated with having other entities perform tasks and services that may impact the service provider’s performance.”

“The interface between the organization’s SMS and that of the subproduct or subservice provider’s safety systems must address the identification of hazards, assessment of risk and development of risk mitigation strategies where applicable.”

(ICAO SMM Doc 9859 5.3.24)
“Flight delayed 20hrs due wrong tow bar”

“Do the right thing for the customer, whatever that takes…”
Discussion / Exercise

Flight Operations Risk Assessment Checklist – new destination / equipment

Flight procedures and local flying area
En route
Aircraft Performance
Airport – Runway, Taxiways, ATC, RFFS, Weather, Wildlife

Ground handling – Turnaround, fuel supply, de-ice, catering, parking, security.

Staff trained and staffed correctly? Correct/sufficient equipment? What’s the safety culture? Do they tolerate shortcuts and workarounds?
Discussion / Exercise

Pre-planning is the time to work out the “what ifs”

Staff trained and staffed correctly?
Correct/sufficient equipment?
What’s the safety culture?
Do they tolerate shortcuts and workarounds?

Don’t get to the point where you are thinking “if only”