Introduction to the International Standard for Business Aircraft Handling

Friday 06th Feb 2015, 0830-1130hrs

Presented by:

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Safety is an investment, not a cost.....
There is a potential cost to doing nothing....
What services and amenities do you expect from an excellent FBO?” (AIN FBO Survey 2011)

1300 responses published, how many mentioned “safe”?

17

Clean toilets and “gourmet” coffee were mentioned more!

Safety is an unspoken and unwritten expectation of our customers.
International Business Aviation Council (IBAC)

- Represents the Interests of Business Aviation Worldwide
- Non-Government Organization
- Permanent Observer Status with ICAO
- Manage the IS-BAH Program
- Manage the IS-BAO Program
- 14 Member Associations
SMS Operators (Aircraft and Aerodrome)

- Annex 6, Part I / 3.3.3, 3.3.4, 8.7.3.3 and 8.7.3.4 / SMS requirements for aircraft operators and maintenance organizations
- Annex 6, Part II / Section 3 3.3.2.1 and 3.3.2.2 / SMS requirements for aeroplanes engaged in international general aviation
- Annex 6, Part III / 1.3.3 and 1.3.4 / SMS requirements for helicopter operators
- Annex 14 / 1.5.3 and 1.5.4 / SMS requirements for operators of certified aerodromes
International Developments

• 2010 The ICAO High-level Safety Conference recommendation 2/5 proposed the development of an Annex dedicated to Safety Management.

• 2011 EC “Better Airports Package”, improve quality and efficiency of ground handling services at airports.

• 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
ICAO Ground Handling Task Force (GHTF) (draft outcomes)

• 1. SMS provisions:
  • Consideration should be given to the identification and promulgation of existing material assisting in the establishment of an SMS program.

• 2. Standardization and efficiency:
  • Consideration should be given to the identification and promulgation of existing regulatory and industry operational standards and recommended practices.
  • Consideration should be given to the identification and promulgation of existing regulatory and industry oversight.

• 3. Consideration should be given to the future development of a new ICAO Annex on ground operations, which could include de-icing, mass and balance, fuelling, passenger and baggage handling, aircraft ground movement, cargo handling, aircraft handling and loading, catering operations (excluding food quality) and possibly dangerous goods.
IS-BAH Developed by the Industry

- IS-BAH concept proposed in 2011 by EBAA Board
- Working Groups formed in 2012
- NATA Safety 1st Ground Audit Program
- IBAC and NATA Partnership
- IS-BAH Published, July 1, 2014
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 the Foundation
Case study 2014 FIFA World Cup Brazil

- 748 aircraft parking / 520 tow operations
- 120 staff
- 102 aircraft parked simultaneously Finals day
- "zero" incidents or accidents
- "zero" departure delays caused by aircraft movements in the parking area in the Finals day
IS-BAH – Based on Quality Principles

• Document Key Safety-Related Processes & Procedures
• Assign Process Ownership
• Determine Points to Measure Effectiveness
• Determine What Indicates Success. Could Be A Combination of:
  - Quantitative Data
  - Qualitative Data
• Measure and Analyze Trends
• Continuous Improvement
IS-BAH Structure

• Chapters 1 and 2 cover the purpose of the standard and an introduction to the standard

• Chapters 3 thru 15
  ➢ Standards and Recommended Practices
  ➢ 56 Pages
  ➢ “Need to Know”

• Everything else supports the IS-BAH
  ➢ APM, IG, SMS Toolkit
IS-BAH Structure

• 1.0: Purpose of the Standard
• 2.0: Introduction
• 3.0: Safety Management Systems
• 4.0: Organization and Personnel Requirements
• 5.0: Training and Proficiency
• 6.0: Facilities and Ramp
• 7.0: Passengers, Baggage and Cargo
IS-BAH Structure

- 8.0: Support Equipment Requirements
- 9.0: Maintenance Requirements
- 10.0: Company Ground Operations Manual
- 11.0: Emergency Response Plan
- 12.0: Environmental Management
- 13.0: Occupational Health and Safety
- 14.0: Transportation of Dangerous Goods
- 15.0: Security
IS-BAH Standards Development

• IS-BAH Standards based on:
  • ICAO Standards and Recommended Practices (SARPs)
  • Business Aviation Best Practices
• Many Standards are Performance-Based
  • Describe WHAT the FBO/BAHA Must Do
  • The Organization Determines HOW
Registration Stages Relate to SMS Maturity

- **Stage I SMS: ALL Initial Registrants**
  - SMS Documented, Approved, Resourced, Being Implemented
- **Stage II SMS: Baseline Performance**
  - SMS Functioning & Results Measured
  - Safety Management Activities Appropriately Targeted
  - Safety-Risks Effectively Managed
- **Stage III SMS: Exceptional Performance**
  - SMS Sustained & Supported by Ongoing Improvement Process
  - SMS Activities Fully Integrated into FBO/BAHA Business
  - A Positive Safety Culture is Being Sustained
IS-BAH Policy Letter 2014-03

- SMS Progress Requirements
- Online www.ibac.org
- Stage 2 SMS Evaluation in APM 5.8.2
IS-BAH Policy Letter 2014-03

- Inputs for Revisions:
  - Users
  - ICAO SARPs
  - Studies / Industry Guidance
- Available July Each Year
- Electronic Annual Revisions
- Hard Copy Available: Fee applies
- May use previous year until Jan 1st
How To Get Started

• Purchase the IS-BAH Manual, which contains the standards (13 Chapters) and the IS-BAH Implementation Guide from an IBAC regional / national affiliate or NATA.

• Conduct a gap analysis between your organization’s standards and procedures and those of the IS-BAH program.

• Send a representative from your organization to an IBAC approved “Fundamentals of IS-BAH” workshop; listed on the IBAC website.
Fundamentals of IS-BAH Overview

- Module 1: IS-BAH Overview and Benefits
- Module 2: Safety Management Systems
- Module 3: Standards
- Module 4: Implementation and Audit Considerations
How To Get Started

• Develop procedures to identify hazards and eliminate the quantified risk or reduce it to acceptable levels using a broad range of guidance material provided with the standard.

• Integrate procedures into department systems, programs operating procedures and manuals, again using materials provided.

• Complete an IS-BAH audit by selecting an accredited IS-BAH auditor from the IBAC website.
IS-BAH Website

http://www.ibac.org/is_bah
Is IS-BAH for me?!

“World class flight support”, “exceptional standards”
“Getting it right, every time”
“Uncompromising safety standards”, “dedicated to quality”
“Best of the best”, “exceeding highest expectations”

IS-BAH in an effective way to take your organization beyond compliance and demonstrate to the regulator, your customers and other stakeholders that your risks are under control.
DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.