



IS-BAO Newsletter



July 2009

SMS eLearning Course

IBAC and FlightSafety International have co-developed the Safety Management Systems (SMS) course designed for flight department personnel. An effective SMS enhances the safety, efficiency and effectiveness of a flight operation, and requires the full participation of all team members to be successful.

This course provides the framework to help each member of the flight department understand their responsibilities in the implementation and maintenance of their organization's SMS.

For more information, see www.flightsafety.com/elearning/sms.php

SMS Toolkit and Workshops

The SMS Toolkit has been finalized and sent to IS-BAO standards holders with the January 1, 2009 amendment. Copies of the Toolkit have also been provided to all IBAC Member associations for sale to operators who have not obtained the IS-BAO. Positive feedback has been received from operators indicating that they see it as very helpful. Thanks to everyone who contributed to the project.

A SMS Toolkit workshop program is now being started to accompany the program. The draft material is posted at www.ibac.org/safety_smstoolkit.php for your review. On that web page you will find the updated Workshop Outline which provides an overview to the two workshops. The first workshop is a two day introduction to SMS and the second one is a one day workshop that will discuss the SMS Toolkit and how to use it to develop and implement an SMS that is appropriate to the size and complexity of the operation and that is effective. The main source document is the SMS Guidance Manual that is part of the SMS Toolkit.

The first SMS Workshops were held in Brussels, 23-25 April 2009. News of forthcoming workshops will be announced shortly.

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Number of Registrants

There are currently 153 registered IS-BAO organizations. IS-BAO Auditors note that they are working with scores of prospective registrants who are at some stage of preparation for the registration audit.

If you are asked about the program by a potential registrant, please use the promotional material available from the IS-BAO web site, www.ibac.org/isbao.php, especially the Overview and Benefits pages. The colorful IS-BAO information brochure is downloadable from the **IBAC site** or print copies may be ordered from info@ibac.org

Even better, encourage interested parties to attend one of the workshops listed below.

IS-BAO Workshops

We have added a number of IS-BAO introductory workshops this year in response to industry requests. We are also in the process of setting the 2010 workshop schedule. If you desire to hold a workshop in your area, contact Kathy Perfetti, IS-BAO Standards Manager, at kperfetti@ibac.org. Operators who can provide a facility and projection screen are offered a complimentary registration. We need at least six participants to offset our costs of putting on a workshop.

The current workshop schedule for the remainder of 2009 is:

- **14 July** - Chicopee, MA
Massachusetts Mutual Life Insurance Flight Department
- **27 July** - Denver, CO
hosted by ARG/US at Courtyard Marriott Denver Cherry Creek
- **4 August** - McLean, VA
GHS Aviation Group, McLean, VA
- **12 August** - Sao Paulo, Brazil (in conjunction with LABACE)
- **20 August** - Washington, DC
GAMA headquarters, auditor renewal only
- **18 September** - Munich, Germany
- **21 September** - London, (Burnham, Buckinghamshire) UK
AviateQ offices
- **5 October** - Louisville, KY,
Humana Aviation Department, Standiford Field
- **November** - Dubai, UAE

Check the IS-BAO website at:

http://www.ibac.org/isbao_workshop.php for current workshop information, new workshops, and to register for a workshop.

Joint Safety Stand Downs

A number of registrants are joining with other flight departments and local and regional associations to present joint safety stand downs, getting the most out of a day spent on safety. A good example is the May 12 joint stand down sponsored by business aviation groups from Morristown, Teterboro and Westchester County airports. Held at the Westchester airport, the day featured emergency procedures training provided by FACTS, an FAA presentation on RNP and a Customs and Border Protection information of eAPIS. More than 100 attended the presentations. Jeff Lee, Westchester County Aviation Association President, said, "This was a great opportunity to get a significant number of business aviation people together to learn about critical issues and to affirm our dedication to safety as the priority in our operations."

Valero's flight department in San Antonio also hosted a Safety Smackdown this spring. Many flight departments participated and completed modules of their training programs including emergency training, international procedures, SMS and more. This is a great way to consolidate training for local operators. The pictures shown are from the Valero Safety Smackdown.



Proof of Compliance

The Registration Certificate issued by IBAC is normally adequate proof that an operator currently complies with IS-BAO standards. IBAC will issue a certified true copy of the certificate to those operators in the Overseas Territories to show proof of compliance. Auditors should note on the audit report if the operator has aircraft registered in one of the Overseas Territories (VP registration). We also currently coordinate with the Bermuda authorities to verify registration for those operators using IS-BAO registration as a means of compliance with the OTARs.

Some operators have asked what will be considered as acceptable proof of compliance with the ICAO standards, if that operator receives a SAFA check. We are currently working to develop a standard letter to accompany a certified true copy of the registration certificate, or other form that would be acceptable to State authorities as proof of compliance. Some operators wish to carry a document that will prove compliance to authorities, insurers and others. If desired, IBAC will issue a certified registration document as proof of compliance to operators upon request.

IS-BAO Provided as a Non-Profit Service

Comments made by some national aviation authorities, commercial service providers and others have incorrectly stated that IS-BAO is a commercial service, delivered to operators with the intent to make a profit. To set the record straight, IBAC is a non-profit entity governed by their affiliated associations and subscribers. The IS-BAO program is a service devised by IBAC affiliates for their members and others in the interests of increasing the safety, effectiveness and efficiency of business and commercial aviation operators. Monies from the initial sale of the IS-BAO and the workshops are rolled back into sustaining the IS-BAO program. Each year annual revisions to the IS-BAO are provided to all manual holders at no cost.

Sensitive Security Information

Before operators with US TSA-issued security programs (e.g. Twelve-Five Standard Security Program) can discuss these security programs with an auditor, they need to obtain a signed Sensitive Security Information Contractor Non-Disclosure Agreement from the auditor. A form is available to operators from the TSA's website for holders of security programs.

Expiration Date - Grace Period

Questions have arisen regarding the validity period for IS-BAO registrations. The following information is taken from the IS-BAO standards:

The validity period of the Certificate of Registration is two years from the completion date of the audit, unless otherwise specified. If a registration renewal audit is conducted within the 90 day period prior to expiry of the operator's registration, the Certificate of Registration will be renewed for the full validity period from the original expiry date.

Operators who have successfully completed a Stage Two or Stage Three SMS IS-BAO Renewal Audit (as described in the IS-BAO Audit Procedures Manual) and demonstrated an effective safety management system may, upon recommendation by the auditor, be granted registration for a three year period.

Registrations which have lapsed for more than six months will be treated as initial applications.

Communication with Fellow Registrants

One of the primary benefits of using the IS-BAO system is the discovery of new and different ways of running your flight operation. For example, registrants often find better, more efficient means of maintaining training schedules and records, processing hazard/incident forms, and conducting the required maintenance evaluation. Since IS-BAO is principally a goal-directed performance standard, and not a prescriptive standard, there are different ways to ensure compliance. How you meet the standard is dependent on the size, complexity and risk of your operation.

Each registrant is named at www.ibac.org/isbao_registered.php. Contact the Standards Manager if you need additional information on how to contact a registered operator. Alternately, NBAA members may wish to use the newly-formed Airmail segment, "Safety," to communicate your thoughts to a wider audience.

What Others are Saying

IS-BAO has been receiving favorable comments from several industry publications:

→Business and Commercial Aviation's April issue contains an in-depth article titled, "Safety Management Systems for Business Aviation" by David Esler.

→NBAA Business Aviation Insider March/Issue features an article titled, "An SMS Can Raise the Safety Bar."

→Eurocontrol, EBAA and IAOPA Yearbook 2009 includes article titled, "IS-BAO: Code of Best Practices" by Julian Moxon, www.eurocontrol.int/epr/gallery/content/public/docs/Yearbook_EC%20SFS.pdf

→CAA Paper 2009/03 "Business Jet Safety Research" www.caa.co.uk/docs/33/200903.pdf

Auditor Advisory Group Holds First Meeting

On March 9 the newly formed IS-BAO Auditor Advisory Group held its first meeting to discuss how audits are conducted and how they might be improved. The IS-BAO group has been established by the IBAC Governing Board to provide advice to the IS-BAO Standards Board on issues such as the IS-BAO standards, the Audit Procedures Manual and the general IS-BAO program issues.

A wide variety of issues were discussed by the group, ranging from how to fill out the audit protocol forms to whether evidence of full implementation of audit corrections should be provided to auditors.

Meetings will be held on an as-needed basis, normally once every quarter.

Members of the auditor advisory group include:

David Nigri	Reinhard (Bob) Bauer
Jeffrey Detig	David Barnes
Roger Baker	Raphael Lima
Darol Holsman	Stephane DeWolf (alternate Daniel French)

IS-BAO Revision Cycle

We are in the annual revision cycle and are beginning our review of the IS-BAO and other documents for the 2010 revision. A number of comments, suggestions, editorial errors, format errors have already been identified. If you have suggestions, comments, or have found errors in the documents, now is the time to provide that information to the Standards Manager as part of the annual revision cycle. All suggested changes to the IS-BAO standards and recommended practices and guidance materials will be reviewed and approved by the Standards Board at the annual meeting in October before incorporation in the final document. Send your comments to Kathy Perfetti at kperfetti@ibac.org.

Undeliverable IS-BAO Revisions

Early each year nearly a thousand copies of the IS-BAO revisions are sent to current document holders. These revisions are usually mailed in the late December/early January timeframe. Unfortunately, a significant number of these revisions are returned as undeliverable, primarily because the recipient's address is not up-to-date or recipients have retired or changed positions. This causes inquiries to the Montreal office regarding the whereabouts of a subscriber's revision materials and subsequent re-mailings. Therefore, to keep our costs to a minimum, and to ensure that you receive your annual revision, please keep your mailing address and other contact information current with the IBAC Administrator, Paul Lessard, at info@ibac.org or +1-514-954-8054. Contact Paul if you have not received your 2009 revision which also contains the new SMS Toolkit at no additional cost to each manual holder.