

The Numbers

As of 1 July 2011 IS-BAO had 523 registered operators of which 54 were Stage 3, 95 Stage 2 and 374 Stage 1 SMS maturity. Approximately 150 of the total number of registrants are commercial operators.

Introducing the IS-BAO Users Forum

Over the past six months we have received suggestions that we adapt the IS-BAO Airmail system to be a two-way communication facility where IS-BAO users could exchange information and canvas their peers for input to IS-BAO or SMS problems or concerns that they may be facing.

Accordingly, we have initiated an IS-BAO Users Forum on the IBAC web site at http://www.ibac.org/is_bao/is-bao-forum. To access the Forum log with the User Name and Password that you were given to download the 2011 edition of the IS-BAO.

If you do not have a user name and password please send a message to administration@ibac.org and Paul Lessard will provide them to you.

At this point we would appreciate your comments on the Forum, the Topic List that we have developed and the related processes. Please send your comments to administration@ibac.org or rayrohr@telusplanet.net, otherwise go ahead and start using the Forum.

Helicopter Progress

Revisions to the standard to make the IS-BAO compatible with helicopter operations are complete. This revision will not be a helicopter version, rather a *universal* standard for all business aircraft operations. However, some provisions will incorporate specific helicopter standards and recommendations. The amended version will be reviewed by the Standards Board at its October meeting.

IS-BAO 2011 Standards and Audit Forms

The new standards and forms, which were issued in February of this year, must be used for audits conducted after 1 July 2011. They may be downloaded at [2011 Audit Procedures Downloads](#)

Registration Fee Increases

A number of IS-BAO fee increases were to be implemented on 1 January 2011. Due to a number of circumstances the operator registration and renewal fees were not increased at that time. But, effective 1 July 2011 the operator registration fee will be increased to \$350. This fee includes one registration plaque and any true and certified copies of the certificate of registration that the operator may require for carriage on an aircraft as proof of registration. There will be a charge of \$100 for each additional plaque. The registration renewal fee will be \$150.

Auditors may download revised copies of the IS-BAO Registrations applications and audit forms at <http://www.ibac.org/2011-audit-procedures-downloads>

IS-BAO Business Model Study and Reorganization

The significant growth of the IS-BAO program over the past few years caused IBAC to commission a business model study designed to accommodate future operations. Additionally, a personnel restructuring of IS-BAO personnel was accomplished. Notably, Mr. James Cannon has been named the IS-BAO Program Director, responsible to the IBAC Director General for the overall management of the expanding program. Mr. Sonnie Bates has been appointed IS-BAO Operations Manager, taking on responsibility for education and promotion and managing a cadre of specialists who will present workshops around the world. Mr. John Sheehan remains as Audit Manager, responsible for all aspects of the Certificate or Registration audit quality assurance. Mr. Paul Lessard remains as IS-BAO Administrator and takes on additional responsibilities related to an automated database management system.

A [press release](#) describing these features is available as is a copy of the [Business Model Study](#)

Compliance Monitoring

IS-BAO Standard 3.3.1 – “Each operator must establish and maintain a system for identifying applicable regulations, standards, approvals and exemptions and demonstrating compliance with them.”

A number of audits have shown that some operators do not maintain a formal system required to meet this standard. This is one of the important standards that affect every aspect of an operation; this is the requirement providing the operator with a detailed view of how well they are complying with the myriad requirements set forth by the State, ICAO and IS-BAO.

While the IS-BAO audit protocol provides a good start in devising a checklist to track requirements, a special Compliance Monitoring Tool is contained within the SMS Toolkit. Both of these checklists will serve as good tools in ensuring compliance the most important element is a *process* in which to use the lists to good advantage. Periodic use of these checklists as a part of a program, such as an internal evaluation program, will ensure both compliance and peace of mind.

IS-BAO Standards Board

Later this month the IS-BAO staff will present its annual review of and suggested changes to the IS-BAO program to the IS-BAO Standards Board. The Board is the decision making body for all changes to the standards contained in the IS-BAO and for decisions regarding issue of Certificates of Registration.

Throughout the year the IS-BAO staff generates, collects and evaluates proposed changes to the IS-BAO standards and procedures in preparation for the Standards Board Meeting. If you have any suggested changes to any aspect of the IS-BAO program please submit them to [James Cannon](#), IS-BAO Program Director, prior to 15 August 2011.

Haven't Started the IS-BAO Process?

More than half of all IS-BAO Standards sold have not yielded a certificate of registration. We hear many reasons for this but most people tell us that the size of the undertaking is so daunting that getting started on the process is difficult. While it may seem an overwhelming task, more than 500 private and commercial operators have completed the process and scores of others are currently involved in it. They will tell you that while the process is not easy it is worth the effort.

The IS-BAO standards package contains a number of documents designed to get you started and finish the process. Take a look at the following:

- IS-BAO Standards Chapter 2.
- SMS Tools for Business Aircraft Operators (in SMS Toolkit)
- Generic Company Operations Manuals (GCOMs)
- IS-BAO Acceptable Means of Compliance (AMC section of the Standard)

Even better, ask an operator that has just been through the IS-BAO preparation and registration process; their experience will prove invaluable. Additionally, there are companies providing implementation support shown at http://www.ibac.org/is_bao/implementation-support

Take the first step....
