



IS-BAO NEWSLETTER

JULY 2010



This IS-BAO Newsletter welcomes contributions from both operators and auditors. Anyone who wishes to contribute a piece for the next Newsletter may send it to ishee11@aol.com.

Audits Flowing In

Since the beginning of the year more than 120 IS-BAO audits of all stages have been processed. Our total number of registrants now stands at 315. The first operators were [registered in Australia](#), Russia, and Japan.

Moving Forward - Management of IS-BAO Growth

The rapid increase in global acceptance of business aviation industry's code of practice is straining the ability of IS-BAO to deliver on all of the vast number of tasks set out in the IS-BAO Business Plan. In order to meet these challenges IBAC has conducted a program review. This review has resulted in the following three initiatives aimed at enhancement of the management of IS-BAO activities.

IS-BAO Annual Amendments to Go Electronic

Over 1000 copies of the IS-BAO code of best practices are now in circulation. Printing, mailing and processing costs of annual amendments have been rising steadily since IS-BAO 2002 program launch and are now placing pressure on the not-for-profit IS-BAO Revolving Fund. Increasing numbers of the annual amendments are being returned as undeliverable due to frequent address changes, all at a high cost to the program. When the program commenced in 2002, IS-BAO holders were advised that amendment service would continue for 5 years; however, this was extended indefinitely as the program funds remained positive. This is now changing as costs of printing, mailing and processing rise. Concurrently, many operators were advising of progression towards electronic offices with a preference for amendments in electronic formats.

As a result of the evolution of document management practices and increasing annual amendment costs it has been decided by the IBAC Governing Board to transition to an electronic annual amendment service for the IS-BAO and all related reference and guidance materials. Effective 1 January 2011, annual amendments will be made available to all holders free of charge through a protected website for which all holders will be issued a password specific to their company. If any IS-BAO holders

wish to continue to receive hard copies of the annual amendment, this service will be maintained but at a cost to cover printing, mailing and handling costs. The hard copy amendment service will be available for two year periods commencing 1 January 2011.

IBAC intends to send information to all IS-BAO holders in the fall advising of the change and seeking confirmation of the correct contact person, e-mail address and type of amendment service requested.

IS-BAO Rate Increases Set for January 2011

The price of the IS-BAO and related materials and services has remained constant since 2002 when the program was launched following three years of development and testing. However, rising printing costs and increasing demands on the IS-BAO staff resulted in a review concluding that increases were needed to ensure the continuing effective evolution of the gold safety standard and to ensure that the not-for-profit revolving fund remained on the positive side of the ledger. Earlier this year, price increases were announced for the Workshops and Auditor Accreditation, effective 1 March. Recently the IBAC Governing Board approved rate increases for the IS-BAO itself and Certificates of Registration, to be effective 1 January 2011. New prices will be:

- IS-BAO - Association Members Price \$1,200; Non-Members Price \$1,650
- C of R - First Plaque \$350; Each Additional Plaque \$100
(There is no additional cost for copies of the certificate to be carried in aircraft as proof of registration)
- C of R Renewal - \$150

The price for the IS-BAO will continue to include all additional material such as the Generic Company Operations Manual, SMS Tool Kit and availability of the Standards Manager to answer queries on the code of practice. Additional guidance material is being added constantly and is available in annual amendments approved by the IS-BAO Standards Board.



Management Business Models to be Studied

In 2009 a management committee was established to attend to short term relief for the high workload and an audit manager was appointed to assume the tasks related to the growing demand for increased oversight of the accredited auditing program. Growth of the IS-BAO program has generated increased complexities, particularly as more regulatory agencies identify the extensive safety benefits of quality industry safety standards.

It became clear last year that IBAC should explore an enhanced business model that will enable IS-BAO to advance further and to realize its vast potential for improving an already excellent business aviation safety record. The IBAC Governing Board agreed at its May meeting to formation of a Task Force to assess different business models that could be applied to future management. The IBAC Task Force will seek an organizational management specialist to serve as the TF coordinator and facilitator and work will start this fall.

Kathy Perfetti Announces Intention to Step Down

IBAC's IS-BAO Standards Manager, Kathy Perfetti advises intent to step down at year's end. A passionate advocate of aviation safety and in particular the IS-BAO safety standard, Kathy has provided leadership over a period of extraordinary growth. She has personally been delivering over 22 Workshops per year, along with an amazing number of speaking engagements. A safety professional extraordinaire, Kathy will be missed, but thankfully she will continue to be available to help out as the program progresses to a new management structure under guidance of the next Standards Manager. We are all hoping that Kathy's communication skills will continue in support of the safety code well into the future.

IBAC is seeking a new Standards Manager and will be reviewing applications in the fall. The Statement of Qualifications and Position Description have been placed on the IS-BAO website. The intent is to have a new manager in position by the beginning of 2011.

Agreement Signed with Helicopter Industry Associations

IBAC has signed an Agreement with Helicopter Association International (HAI), European Helicopter Association (EHA) and the British Helicopter Association (BHA) to jointly develop a Helicopter Edition (HE) of the IS-BAO. The HE version will have the same standards as the current IS-BAO, but with additional guidance material for helicopter operators and a specific Generic Company Operations Manual. The helicopter industry associations intend to also develop separate mission specific specifications that will supplement the IS-BAO safety standards.

The Agreement calls for a Steering Committee and Work Group to be established to oversee development of IS-BAO (HE). Administration of the IS-BAO (HE) will be consistent with current procedures for the IS-BAO and helicopter associations will market and sell the material as is now done by IBAC Member Associations, and at the same price. The content of the standard will remain a responsibility of the Standards Board and two members from the helicopter industry will be added to the Board.

Regulatory Authority Recognition of IS-BAO

IBAC staff and others involved with the IS-BAO are continuing to work with civil aviation regulatory authorities to ensure that operators who have implemented the IS-BAO have their efforts recognized by the authorities when ICAO Annex 6 Part II amendment 27 becomes applicable on November 18, 2010. That amendment of Annex 6 Part II introduces the requirements for operators of large (over 5 700 kg / 12,500 lbs) and turbojet aeroplanes to meet a number of operational safety standards including having an operations manual, an operational control system, a MEL (where an MMEL has been established for the aircraft) and an SMS.

Over the past number of years we have made presentation to countless civil aviation authorities in all parts of the world on business aviation and the IS-BAO. IBAC and EBAA worked with the European authorities to ensure that the new European aviation rules recognized the IS-BAO and IBAC sponsored the process to have it formally recognized by the European Committee for Standardisation (CEN). IS-BAO registration is cited in the British Overseas Territories Aviation Regulations as a means of meeting the regulatory



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requirements for the non-commercial operation of large and turbojet aeroplanes. Recently discussions have been held with the Australian CASA and Aruba DCA on the use of IS-BAO. In addition, strategies are being pursued with the US FAA to ensure the IS-BAO registrations held by US operators are recognized worldwide. Watch for more on this issue in the near future.

Monitoring

We have resumed audit monitoring in which a member of the audit review team (Ray Rohr, Kathy Perfetti and John Sheehan) will observe an audit on-site in compliance with the IS-BAO quality assurance initiative. Audit monitoring is designed ensure that IS-BAO audits are being planned and performed in accordance with the IS-BAO Audit Procedures Manual and to identify any opportunities for improvement of the IS-BAO audit program and its delivery. For more information see [IS-BAO Policy 2010-2](#)

Changes to the Audit Program

This past year we conducted a review of the IS-BAO program to assess potential liabilities. As a result of that review, a number of changes were made to the audit program. These include:

- John Sheehan joined the IBAC staff as the new Audit Manager. John will focus on the selection of new auditors, review of audit reports, and oversight of the overall audit program. In that role he also acts as Secretariat to the new Auditor Advisory Group. Questions on becoming an auditor or registration audits should be addressed to John at auditmanager@ibac.org
- We reviewed and modified the auditor prerequisites to require work experience in operations or maintenance functions.
- We added a new Auditor Accreditation workshop. This workshop is required for all new and renewing auditors. Note: All new auditors and renewing auditors who have not conducted an audit during their current validation period must also attend the Introduction to IS-BAO workshop held in conjunction with each auditor workshop. It is also open to other parties seeking additional information on the audit program. It is a one

day workshop that includes an overview of the audit process, SMS evaluation, audit reports and issues. For information or to register for this workshop go to

http://www.ibac.org/isbao_workshop_info.php

- We have increased the number of monitored audits to 5% of all registration or renewal audits. If you are interested in having a monitored audit contact John Sheehan. There is no cost to the operator or auditor for the monitor. A copy of the monitoring policy is found at http://www.ibac.org/Files/is-bao/Policy/IS-BAO_Policy_2010-02.pdf
- All audit reports are reviewed by a review panel consisting of John Sheehan, Katherine Perfetti and Ray Rohr.
- The new Auditor Advisory Group was established and is chaired by David Barnes. This group serves as a focus group to discuss audit issues and to make recommendations to the Standards Board.

New Standards Board Members

We are very pleased to welcome Juergen Wiese, Director Global Corporate Travel/ Head of Flight Department, BMW, Munich, Germany, and Carl Evans, Managing Director FedEx Corporate Aviation, as our newest members on the Standards Board. Juergen and Carl bring a wealth of experience to the board. Board members are nominated by their respective IBAC member association. The Standards Board is the decision making body for the IS-BAO standard. It meets once a year usually in advance of the NBAA convention. This year's meeting is scheduled for Monday, October 18.

Workshops

The Introduction to IS-BAO workshop provides an overview of the IS-BAO program and benefits, an overview of the standards, SMS implementation, and the audit process. They can be scheduled in conjunction with the new Auditor Accreditation workshops. The following workshops will be held through the end of 2010. We continue to add workshops based on request, so continue to check the IBAC website at http://www.ibac.org/isbao_workshop.php for updated information and to register.



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Ronkonkoma, NY	ExcelAire 2221 Smithtown Avenue Long Island MacArthur Airport Ronkonkoma, NY 11779 (631) 737-5801 www.excelaire.com	Introduction to IS-BAO	16 July 2010
Ronkonkoma, NY	ExcelAire 2221 Smithtown Avenue Long Island MacArthur Airport Ronkonkoma, NY 11779 (631) 737-5801 www.excelaire.com	Auditor Accreditation	17 July 2010
Sao Paulo, Brazil	TBD	Introduction to IS-BAO	10 August 2010
Washington DC	GAMA General Aviation Manufacturers Association 1400 K Street, NW, Suite 801 Washington, DC 20005	Introduction to IS-BAO	25 August 2010
Washington DC	GAMA General Aviation Manufacturers Association 1400 K Street, NW, Suite 801 Washington, DC 20005	Auditor Accreditation	26 August 2010
Providence RI	Textron Corporate Headquarters 40 Westminster Street Providence, RI 02903 USA	Introduction to IS-BAO	16 September 2010
Providence RI	Textron Corporate Headquarters 40 Westminster Street Providence, RI 02903 USA	Auditor Accreditation	17 September 2010
Singapore	TBD	Introduction to IS-BAO	11 November 2010
Singapore	TBD	Auditor Accreditation	12 November 2010
Montreal	TBD	Introduction to IS-BAO	17-18 November 2010
Dubai	TBD	Introduction to IS-BAO	December
Dubai	TBD	Auditor Accreditation	December

Implementation Support Providers

Since the inception of IS-BAO in 2002, IBAC has received requests from aviation support organizations to be recognized as capable of providing service support to business aircraft operators. These services have been in the form of IS-BAO implementation assistance, operations manual development, medical equipment provision, training and others. Most IS-BAO accredited auditors also provide implementation

support. The exact relationship between IBAC and the support organization was not initially defined, but over the years a *de facto* policy was developed and applied.

Because of the growth of the IS-BAO and increasing profile for both operators and service providers, an expanded number of service companies requested recognition and access to the 'IS-BAO branding' resources. Several FBOs



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have also requested development of a standard for FBO operation.

We are in the process of finalizing a policy for service and implementation support providers that will allow the organization to be listed on our website and will authorize use of an IS-BAO affiliate logo. The organization must meet established criteria to show that they are familiar with the IS-BAO standard and philosophy. Each support provider will then be responsible to define how their product or service can be used to help an operator meet the standards.

True and Certified Copies

IBAC will issue true and certified copies of your Certificate of Registration to carry onboard your aircraft or to provide to regulatory authorities as evidence of compliance with ICAO or State regulatory requirements. Please notify Paul Lessard at plessard@ibac.org if you want these copies. Specify the number of copies required and provide mailing instructions. There is no fee for these copies.

IS-BAO Standard Flexibility

The IS-BAO standard is not limited to private business aircraft operations. We are seeing increasing numbers of on-demand charter operators, and operators with specialized missions including research, pipeline or powerline patrol, flight inspection, aerial photography and more complete the registration process. The adoption of IS-BAO by the helicopter associations will further expand the program and demonstrate the flexibility and scalability of the standard.

Iain Tulloch recently published an article in Fly Corporate magazine which highlights the implementation of SMS and the IS-BAO audit of the British Antarctica Survey. See this link for the full article: <http://www.fly-corporate.com/extra/index.php?extrapage=38>

Behind the Scenes in IBAC Montreal

The recent rapid growth in the IS-BAO program, and its evolution have understandably placed increased demands on the program administration. This administration is provided by the IBAC Principal Office located in Montreal in the headquarters office of the International Civil Aviation Organization (ICAO).

Paul Lessard provides overall administrative support for the IBAC office. Thanks to his

diligence things run smoothly and efficiently. When this is not the case and/or when requests are made for special attention or expedited action, his patience and unfailing courtesy are appreciated by those who contact him.

Paul maintains regular contact with Kathy Perfetti and John Sheehan thus ensuring that orders for IS-BAO documents, applications for Workshop Registrations/payments etc are processed expeditiously. As IBAC 'webmeister' he takes care of the timely updating of the website, including the Workshops calendar and the increasingly extensive IS-BAO related data bases. He also devotes exceptional care to the preparation and shipping of IS-BAO Certificates of Registration.

The IBAC office often receives calls enquiring about the IS-BAO and the SMS Toolkit, as well as on ICAO regulatory requirements or those of particular States. Our immediate available access to the ICAO Secretariat experts is also invaluable in assisting us to respond to some of the more esoteric questions that we encounter. Should we be unable to provide an appropriate answer, we will refer the matter to either Kathy Perfetti or John Sheehan to follow up.

The IBAC Montreal office is very much a part of the team and intends to remain that way by offering a level of service that we can be proud of. Should you not receive an acceptable level of service ...we need to know!

Identify Yourself!

IBAC Aircrew Cards are administered so that their distribution is limited only to those persons currently affiliated with IBAC. It is designed so that airport officials will have no problem identifying business aircraft aircrew and expediting clearance and security formalities. While not a guarantee of access to your aircraft or a ramp area, it does help. To obtain yours, see <http://ibac.org/aircrewcards.php>

Contact Points

- Kathy Perfetti, IS-BAO Standards Manager
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- John Sheehan, Audit Manager
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- Paul Lessard, IBAC Administrator
plessard@ibac.org