

Article 1

Airlines Prepared for Swine Flu

IATA emphasised that airlines are prepared for the heightened level of alert as a result of the World Health Organization (WHO) decision to move to Phase 5 of their pandemic preparedness plan.

IATA has worked with the WHO to prepare important guidance materials for front line staff at airlines, including cabin crew, maintenance workers, cleaners, passenger agents and cargo/baggage handlers.

"We are following the advice of the World Health Organization. Safety for passengers and crew is our top priority. People getting on planes should be reassured of two things. First, even under normal circumstances airlines have equipment and measures in place to keep the cabin environment safe. For example modern aircraft have air filtration systems similar to those in hospitals, aircraft are regularly disinfected as part of normal cleaning routines and crew are trained in handling procedures for passengers who may become ill on board aircraft. Second, the years of planning for the possibility of avian influenza have prepared the industry to deal efficiently with the unfolding situation by following the recommendations of the WHO," said Bisignani.

The WHO advises no restriction of regular travel or closure of borders. It is considered prudent for people who are ill to delay international travel and for people developing symptoms following international travel to seek medical attention, in line with guidance from national authorities.

"The WHO is the global expert. The WHO is not advising any travel restrictions. We hope that governments take decisions and coordinate their actions in line with WHO recommendations," said Bisignani.

Some governments, however, are adjusting immigration procedures which can create confusion for travellers. IATA is collecting new requirements through the IATA Travel Centre. Passengers can get the most up-to-date information on travel documentation requirements at www.iatatravelcentre.com.

IATA has set up a comprehensive information hub for airlines on swine influenza. It contains FAQ, an airline a template emergency response plan, guidelines to help airlines in dealing with communicable diseases and much more. All of it is available at the following link: www.iata.org/flu

Article 2

Swine Influenza – Questions & Answers

Is it safe to travel?

The World Health Organization (WHO) is the expert international body coordinating the global response to Swine Influenza. WHO advises there should be no restriction of regular travel or closure of borders. It is considered prudent for people who are ill to delay international travel and for people developing symptoms following international travel to seek medical attention, in line with guidance from national authorities.

Any updates on this advice will be posted on the WHO website: www.who.int Passengers should also check with their national public health authorities for the latest local information and advice.

The aviation industry has been a part of the global efforts on pandemic preparedness, particularly in light of the previous threat posed by avian flu. Industry and governments are much better prepared to deal with public health challenges than even a few years ago as a result of these efforts.

Airlines, through IATA, are coordinating closely with the International Civil Aviation Organization (ICAO) and WHO to facilitate the speedy implementation of any measures deemed necessary.

Should I postpone my trip to Mexico?

There are no WHO travel advisories for any destination or place at this time. Travellers should also check with their national public health authorities for any local advice.

Why have some governments issued travel advisories?

WHO advises no restriction of regular travel or closure of borders. It is considered prudent for people who are ill to delay international travel and for people developing symptoms following international travel to seek medical attention, in line with guidance from national authorities.

Some national governments may issue advice to travellers with an extra level of caution.

What should travellers do to stay safe while travelling?

Travellers should take some simple precautions like washing their hands frequently, avoiding contact with sick persons and with live animals in markets. Those travelling to affected areas should be extra vigilant. It is considered prudent for people who are ill to delay international travel and for people developing symptoms following international travel to seek medical attention, in line with guidance from national authorities. Vigilance by all is critical.

Are passengers more at risk of catching swine influenza on a plane?

Influenza can be transmitted in many situations - at home between family members, in shopping malls, on the street, in buses or in aircraft. WHO has not identified any specific risks from air travel.

Passengers should be reassured by several things. Modern aircraft have very advanced air filtration systems, which ensure a high level of air quality despite the confined environment. Aircraft are regularly disinfected even in regular operations. And cabin crews have guidance on how to handle passenger who might fall ill during a flight.

And, as always, it is important that any passenger who is unwell consult with his or her doctor prior to undertaking any travel.

Is it safe to eat pork products served on board aircraft?

There is no risk of infection from this virus from consumption of well-cooked pork and pork products. Individuals are advised to wash their hands thoroughly with soap and water on a regular basis and should seek medical attention if they develop any symptoms of influenza-like illness.

Should I wear a mask on board flights?

WHO has issued no advice indicating that healthy passengers should wear masks on board aircraft – or anywhere else.

What should airlines be doing?

In normal operations airlines take measures to ensure a safe and healthy environment on board aircraft. For example, passengers should be reassured that modern aircraft are equipped with very advanced air filtration systems which ensure a high level of air quality despite the confined environment.

Should additional measures become necessary to deal with Swine Influenza, IATA follows the guidance of the international experts - WHO - and advises airlines accordingly.

What is IATA doing?

The global response to the challenges of Swine Influenza is being led by WHO, which is working closely with national public health authorities and with NGOs and industry.

IATA is coordinating closely with WHO as well as with the International Civil Aviation Organization (ICAO). IATA has made available best practice guidelines to help airlines deal with public health emergencies. Along with a general guideline for dealing with public health emergencies, IATA's guidance material covers maintenance, passenger agents, cabin crew, cleaning crew and cargo.

Why is screening deployed in some airports and not others?

WHO has not recommended screening measures. Some national health authorities have chosen to implement such measures, including the use of devices that monitor body temperature to detect fever.

Is it safe for crews to be working on aircraft?

WHO has not identified any special risks arising from air travel - for passengers or for crew. Should passengers become unwell while on board, IATA has worked with WHO on [guidance for crew](#) to allow for safe handling and care.

[More information on swine influenza](#)

Article 3

Load Factors Drop as Passenger Demand Falls - Freight Stabilises

IATA released March data for scheduled international traffic. Passenger demand fell to 11.1% below March 2008 levels. Airlines cut international passenger capacity by 4.4% resulting in an average load factor of 72.1%. This is 5.4 percentage points below the average load factor recorded in March 2008. Freight demand was relatively stable at -21.4% compared to March 2008.

“The global economic crisis continues to reduce demand for international air travel,” said Giovanni Bisignani, IATA's Director General and CEO. IATA estimates that international revenues in March will be impacted with a

decline of up to 20%. "Airlines cannot adjust capacity to match demand. Load factors have dipped sharply from last year. All of this is hitting revenues hard."

"The only glimmer of hope is that cargo demand has stabilised this month although at the shockingly low level of -21.4%," said Bisignani. For the fourth consecutive month international cargo demand is hovering in the -21% to -24% region as a result of the sharp drop in world trade. "It's not the end of the recession, but we may have found the floor."

Passenger

- The shift in Easter from March in 2008 to April in 2009 negatively distorts March 2009 passenger demand by about 2%, leading to an underlying fall in March demand of 9%. This shows a continued decline from February of about 1% (after February figures are adjusted for the impact of the leap year).
- Among the major regions, carriers in Asia Pacific continued to lead the decline with a 14.5% fall in passenger demand, outstripping a 9.3% downward adjustment in capacity. The region is particularly impacted by the fall-off in long-haul travel, which is contracting faster than short-haul.
- North American carriers saw a decline in international passenger demand of 13.4% as travel was further discouraged by US unemployment reaching 8.5% in March and consumer confidence remaining weak.
- European carriers saw their international demand fall by 11.6% where confidence has been dented by unemployment in key markets such as Germany and Spain increased to 8.6% and 17.4% respectively.
- African carriers showed the weakest performance in March with a 15.6% fall in demand. But they did the best job at matching capacity to demand with an aggressive cut of 15.1%. While cross border travel within Africa grew during February, African carriers continued to lose market share.
- Latin American carriers increased capacity by 2.2% as demand fell by 5.9%. Travel to and from Central America and from Latin America to North America was particularly weak.
- Middle Eastern carriers were the only ones to experience growth in March (4.7%). This is an improvement from the 0.4% growth in February, and represented an expansion of market share. But this was out of balance with the 13.1% increase in capacity.

Cargo

- Air cargo demand has moved sideways in the -21% to -24% range since its plunge from -7.9% to -23.2% between October last year and January 2009.
- The severity of air freight slump is at least partly driven by manufacturers seeking to correct large inventory overhangs that emerged in late 2008. The stabilisation of the inventory to sales ratio has in turn stabilised air freight demand. Recovery, however, depends on purchasing that can deplete the inventory overhang. Inventory levels remain high and final demand is weak.

Rising concerns over Swine Influenza could have a significant impact on traffic. "Safety, as always, is our number one priority. IATA is working in close cooperation with the World Health Organization to ensure an efficient response of the air transport industry to the challenges that Swine Influenza will present," said Bisignani. "It is still too early to judge what the impact of Swine Flu will have on the bottom line. But it is sure that anything that shakes the confidence of passengers has a negative impact on the business. And the timing could not be worse given all of the other economic problems airlines are facing."

Aside from Swine Influenza, Bisignani noted that airlines face many challenges. "Like the rest of the economy, recovery in the air transport sector rests on a rise in consumer confidence and consumer spending. Shedding debt will be a major headwind. US households, for example, are leveraged at 130% of annual income. Even bringing this down by 5% erases US\$500 billion in consumer spending. The challenge for governments is to turn stimulus funds into spending that fuels trade," said Bisignani.

Noting the deteriorating financial situation of many airlines, Bisignani urged governments to move forward with liberalisation - particularly of the archaic ownership restrictions that prevent cross-border access to capital and consolidation. "Air transport is an economic catalyst and can play an important role in driving recovery, but only if

we are financially sound. Access to global capital and the freedom to consolidate would go a long way to shoring up this industry - without government bailouts," said Bisignani.

"Unfortunately, instead of using airlines to drive growth, many governments see us as a cash cow. It is shockingly disappointing that the UK Chancellor is continuing with plans to raise the UK Air Passenger Duty in the middle of this economic crisis. When the government should be doing everything possible to stimulate the economy, it makes no sense to dampen demand for air travel with increased taxation. Look no further than the Netherlands where collecting an extra EUR 312 million in extra revenues with a new departure tax cost the economy up to EUR 1.2 billion in lost revenue. The Dutch had the good sense to abolish the tax. Let's hope that others will follow," said Bisignani.

[View full March traffic results](#)

Article 4

All IATA Airlines Are IOSA Registered

An Important Mark of Quality

IATA announced on 1 April that all 224 of its member airlines, comprising 93% of all scheduled international air traffic, are listed on the IATA Operational Safety Audit (IOSA) registry.

"Today is a momentous day for aviation safety - our number one priority. IATA membership is now synonymous with best practice in airline safety. This is a great achievement and an important mark of quality for all IATA airlines. This in turn is a reassurance for travellers everywhere of aviation's serious commitment to safety," said Giovanni Bisignani, IATA's Director General and CEO.

IOSA is the global industry standard for airline operational safety management. The IOSA registry (www.iata.org/registry) now consists of 308 airlines, 224 of which are IATA members. IOSA's 900+ standards, developed in cooperation with the world's leading airlines and regulators (including FAA, CASA, JAA, Transport Canada) represent industry best practice in all aspects of operational safety. Registration is valid for two years from the date at which the audit was commenced.

At the 2006 Annual General Meeting IOSA was made a condition of IATA membership with three milestones. By 31 December 2006, member airlines had to complete contractual arrangements for an IOSA audit. By 31 December 2007, all audits needed to be completed. And by 31 December 2008, all audit findings had to be closed and the carrier noted on the IOSA registry. Failure to meet any of the deadlines resulted in termination of IATA membership, with effect 90 days after the milestone.

Qatar Airways was the first airline to have its IOSA audit in September 2003. A total of 9 carriers had their memberships terminated as a result of not meeting the 2006 or 2007 milestone deadlines. A further 8 resigned their memberships at the end of 2008 as they needed more time to complete preparations for a successful audit. One airline lost its IATA membership on 31 March 2009 as a result of being unable to complete the registration process. "The vast majority of IATA member airlines completed the IOSA process. We are now working with those airlines not able to make the deadline to bring them up to the high IOSA standard as soon as possible," said Bisignani.

IOSA standards are available free-of-charge to any commercial airline. In 2009 IATA will invest US\$ 8 million to fund IOSA audits for its member airlines. Non-IATA members can undergo an IOSA audit by contracting with one of the 8 accredited audit organisations.

Improving Safety

“Meeting the high standards of IOSA was a challenge for all airlines. Today, air travel is safer as a result of these efforts,” said Bisignani.

The global hull loss rate in 2008 was 0.81 accidents per million flights (one accident for every 1.2 million flights). For IATA members the accident rate was 0.52 per million departures (one accident for every 1.9 million flights). IOSA is one of the elements driving the significantly better safety record of IATA member airlines.

“The goal of IOSA is to improve safety - not reduce our membership numbers,” said Bisignani. IATA invested US\$3 million in its Partnership for Safety programme which helped 180 airlines worldwide to prepare for IOSA with gap analysis audits, and specific training courses.

IOSA and Governments

IOSA has won recognition by governments around the world. “Safety oversight is a government responsibility. Aviation is the safest way to travel because of industry-government cooperation and global standards. IOSA is a great tool for governments to enhance their oversight programmes. Many are using it successfully already. And I urge all others to follow their great example,” said Bisignani.

The FAA accepts the use of IOSA by American carriers for their code-share arrangements with foreign airlines. Brazil, Chile, Costa Rica, Egypt, Madagascar, Mexico, Panama, Syria and Turkey are among the countries that have mandated IOSA in national legislation.

Improving Efficiency

IOSA is also helping the airlines to focus their safety efforts by reducing redundant and repetitive auditing. Audit results, stored in a central database, can be shared - with the audited airline’s approval - with partner airlines and governments. Since its inception, IOSA has helped to avoid almost 1200 redundant audits, saving US\$71 million.

Next Steps

IATA is building on the success of the IOSA programme to improve safety on the ground. Ground accidents cost the industry US\$4 billion annually. The IATA Safety Audit for Ground Operations (ISAGO) was launched in 2008 for ground handlers to improve safety and reduce this cost. ISAGO uses industry best practice standards with a similar central registry. Since launching, a total 45 audits have been conducted.

Both IOSA and ISAGO are part of the IATA 6 point safety strategy. Along with auditing, the strategy includes specific programmes for infrastructure safety, safety data management and analysis, operational safety, safety management systems and maintenance.

Article 5

IATA Expands Agreement with CIS to Improve Aviation Safety

IATA today announced the signing of an agreement with the Interstate Aviation Committee (IAC, also known by its Russian abbreviation which is MAK) to improve aviation safety throughout the Commonwealth of Independent States (CIS).

The expanded agreement adds specific points to IATA's existing cooperation partnership with the IAC including:

- Promoting IATA Operational Safety Audits (IOSA), IATA's Integrated-Airline Management System (IAMS), IATA Safety Audits for Ground Operations (ISAGO) and other similar initiatives and their realisation in the deployment of professional resources of IAC.
- Development and enhancement of civil aviation infrastructure in the states united by IAC, including implementation of the ICAO standard for Reduced Vertical Separation Minima (RVSM) and Performance-Based Navigation.

The agreement was signed in Moscow by Tatiana Anodina, Chairperson of the IAC and Giovanni Bisignani, IATA's Director General and CEO. "Safety is our top priority, and the performance of the CIS is far below the global average. All IATA airlines - including 15 in the CIS are on the IOSA Registry. I look forward to working closely with the IAC to help raise the bar on safety in this region by promoting IOSA and other IATA global standards," said Bisignani.

Bisignani is visiting Russia to mark a new phase in IATA's involvement in Russian aviation. "In addition to IOSA, two other IATA programmes have helped transform the landscape of Russian aviation - 100% e-ticketing and the opening of IATA's Billing and Settlement Plan. This is a solid foundation of success. At this time of crisis - for the global industry as well as the Russian airlines - we have a long list of tough issues to tackle," said Bisignani.

During Bisignani's visit, he met with Russia's Minister of Transport, Igor Levitin, to discuss a workplan with the Russian Ministry of Transport focused on the following areas:

Improving safety: Alongside working with IAC, IATA is encouraging the Russian government to make IOSA a requirement for all airlines registered in Russia.

Bringing infrastructure charges in line with global standards: Russia has an international obligation to ensure non-discrimination for infrastructure charges. "The current discriminatory system of charges does not comply with international standards and must change," said Bisignani.

Bringing transparency to fuel pricing: In September 2008 the cost of fuel at Moscow's airports was 12% higher than in Western Europe. Following IATA's call for greater transparency, the gap has narrowed. "Now we must formalise the requirement for transparency and work to find a system to ensure that fuel uplifted for international flights meets Russia's international obligation to be free of VAT," said Bisignani.

Promoting IATA e-freight: "After achieving 100% e-ticketing, the next big challenge is to implement e-freight. To make this a reality, Russia must sign the Montreal Convention 99 recognising electronic air way bills. Russia is too important to be left out of the US\$4.9 billion in benefits that e-freight will bring," said Bisignani.

Finding Global Solutions for the Environment: Russia has made tremendous progress on making air traffic more efficient. In 2008, a total of 131 routes were optimized. Work on a further 42 routes will take effect by the end of May. "This has a positive impact on environmental performance. Now Russia - as a member of the ICAO Group on International Aviation and Climate Change - has an important responsibility in finding a global solution for economic measures under ICAO auspices," said Bisignani.

Moving forward with liberalisation: “With Russia’s carriers actively seeking international partnerships, the archaic ownership limitations of the bilateral system are clearly visible. This crisis is an opportunity for change and I hope that Russia will play a leading role in allowing airlines to run their businesses with the same freedoms that other industries take for granted,” said Bisignani.

Bisignani looked beyond the current crisis to the future of Russian aviation. “Russia’s vast geography makes aviation a critical link domestically and internationally. Russia’s location puts it at the crossroads of North America, Asia, Europe and The Middle East. Russia’s seat on the ICAO Council makes it an important player in international aviation policy. IATA’s goal is to work with the Russian government to ensure that this great aviation nation is fully integrated into the global aviation system. That means following its obligations under international law and using global standards. The result will be a safe and efficient air transport industry delivering enormous economic benefits,” said Bisignani.

Article 6

IATA Signs Training Partnership Deal With US Airport Association

IATA and the American Association of Airport Executives (AAAE) signed an agreement to offer joint training courses for the airport industry. This partnership will begin with the offering of two courses on airport operations and airport marketing.

The objective of this partnership is to increase the current offering of training services offered by these two industry associations. The first course, which certifies participants, will allow them to improve their skills in offering safer and more efficient airport operations. The second course is designed to allow airports to better make use of strategic marketing and remain competitive.

“We saw the success of this partnership with a joint IATA-AAAE conference held in Washington, D.C. last year, so it only made sense for us to look at other areas of cooperation that could benefit the industry along with each association’s members” explains Mark Hubble, IATA Senior Vice President, Commercial Services. “For instance the operations course looks at improving safety and efficiency and safer airside operations which has a direct benefit for IATA member airlines.”

The IATA Training and Development Institute (ITDI) currently offers a continuously expanding portfolio of over 494 courses and a wide range of diplomas in the fields of Airlines, Airports, Civil Aviation, Air Navigation Services, Cargo, Safety and Security, as well as Management and Training Skills for every level - from entry level to senior managers. ITDI delivers in over 200 training locations worldwide to over 35,000 students annually from around the world.

Article 7

Mark your calendar – coming events

- [Aviation Fuel Forum, May 26-28, 2009 - Rio de Janeiro, Brazil](#)
- [IATA Partnering for Success Forum, 4 - 5 June – Beijing, People's Republic of China](#)
- [IATA Annual General Meeting & World Air Transport Summit, 7-9 June, Kuala Lumpur, Malaysia](#)
- [124th Schedules Conference, 18-21 June - Montreal, Canada](#)