Regulation and Collaboration in Cabin Safety

• Introduction of the panel
• Sharing of success stories
• Everyone has an important role
• Challenges & Opportunities
• Initiating positive exchange?
• Q&A
Martin Maurino
ICAO
Collaboration in Cabin Safety

Martin Maurino
Safety, Efficiency and Operations Officer, ICAO

IATA COSC 2017 - Doha, Qatar
IATA Cabin Operations Safety Conference
16-18 May, 2017 in Doha, Qatar
Carmen Barlow
South African Civil Aviation Authority
South African Civil Aviation Authority

IATA COSC
Doha Qatar
16 – 18 May 2017
VISION

TO BE RANKED AMONG THE TOP 10 CIVIL AVIATION AUTHORITIES GLOBALLY BY 2020.
BRAND PROMISE

KEEPING YOU SAFE IN THE SKY!
MISSION

TO REGULATE CIVIL AVIATION
SAFETY AND SECURITY IN SUPPORT
OF THE SUSTAINABLE
DEVELOPMENT OF THE AVIATION
INDUSTRY
<table>
<thead>
<tr>
<th>VALUES</th>
<th>BEHAVIOURAL ATTRIBUTES</th>
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<tr>
<td>G  Good is never good enough</td>
<td>Always giving the best effort and seeking to continuously improve</td>
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<td>I  Integrity and independence</td>
<td>Maintain high ethical standards and approach issues professionally and without any bias</td>
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<td>S  Service excellence</td>
<td>Striving to always exceed customer expectations</td>
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<tr>
<td>T  Teaming and partnering</td>
<td>Working with others where we are jointly accountable for the end result</td>
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THANK YOU
IATA Cabin Operations Safety Conference
16-18 May, 2017 in Doha, Qatar
Martin Ruedisueli
IATA
Cabin Operations Safety Taskforce
Collaboration in Cabin Safety
Cabin Safety Group “Come together”
German speaking airlines
Cabin Safety Group “Come together”

- **Participants**: Cabin safety specialists (training, policy & procedures, investigation etc.)
- **Meetings**: Twice a year hosted by a member of the group providing the meeting minutes
- Exchange/share information, safety, security, training, service versus safety
- Discussions/review of regulatory issues/new rules
- Incident reviews, share the experiences
- Exchange of cabin safety publications
- Emerging new issues e.g. Li-ion battery in consumer goods, mobility devices
- Best practice discussions
IATA Cabin Operations Safety Conference
16-18 May, 2017 in Doha, Qatar
Aim:

• To pursue the highest standard of cabin safety and training.
• To achieve this the CSLG share information and ideas and debate issues pertaining to cabin safety procedures and training.

The group will review safety and security training and policy and where applicable liaise with the Authority and other organisations and companies.
Membership:

• Is open to Operators registered in the UK and Ireland who have been in operation for a minimum of a year.

• The representative attending the twice-yearly meetings must hold a senior position in cabin safety or cabin safety training.

• The group is self-funding, therefore every member of the Group is expected to host a meeting solely or jointly with another Operator.

• The Host is responsible for preparing and distributing the meeting minutes.

• Communication is achieved by email.
Achievement:

• Joined video Cabin Fire Safety:
  Virgin Atlantic and the Civil Aviation Authority (UK)
• Transition from JAR-OPS to EASA

• Improved buying power of the collective Operators and accessibility to equipment
• One member can attend a conference and feedback information to the rest of the Group
• Sharing of training amongst the Operators, for example Train-the-Trainer courses and Aviation Immediate Care Trainer’s courses
The Challenge / Opportunity:

- Transition to EASA
- Allow us to adhere to the same procedures and regulations.

With the transition to EASA came the cabin crew attestation, equivalent to a cabin crew licence.

The attestation is transferable carrying with it certain modules and areas of training.
IATA Cabin Operations Safety Conference
16-18 May, 2017 in Doha, Qatar
Thomas Kaminski
Airlines for America
Tips on initiating positive communications

• Meeting the Crewmember where they are – social media
• Appealing to the media and technology that is most likely to be utilized – emails formatted for computer screens vs. formatted for mobile
• Turn negative initiators of communication into positive messages
Areas in Cabin Safety Where Everyone Plays a Role

- Data action groups and interfaces with other parts of the organization
- Measurement of success for SMS
- Transparency in data sharing
Challenging Issues Made into Opportunities

- Proliferation of mobile devices (photo and video)
- Operating in a culture where challenging authority is popular
- Decision-making during evacuations
- When is it appropriate to deviate from SOP
Sharing of Success Stories

A key point in establishing relevance to adult learners. As an industry we have tended to focus on consequences.
Yaser Farhood
Gulf Cabin Safety Group
Working Together..

Gulf Cabin Safety Group (GCSG)

Mr. Yaser Farhood - Chairman GCSG
To effect co-ordination, integration and inter-connection between member states in all fields in order to achieve unity between them.
Founding of GCSG

- Mr. Yaser Farhood
  Cabin Safety Department, Saudi Airlines

- Eng. Martin Maurino
  Safety, Efficiency and Operations Officer
  Air Navigation Bureau, ICAO

- Ms. Kellie White
  Manager Crew Training Safety & Emergency Procedures and Regulatory Compliance at Emirates

- Mr. Mohammed Abbas
  Auditing Inspector at UAE General Civil Aviation Authority (GCAA)
Timelines & Our Plan

2005: IDEA Formation
2014: Formation & Initiating
2015: Expansion
2018: Expansion

Gulf Cabin Safety Group (GCSG)
• ... is a voluntary body;
• comprises airlines’ Cabin Safety representatives from/outside the Gulf region.
• **VISION:** pursue the highest standards of Cabin Safety for the Gulf Region and contribute to enhancing cabin safety internationally.

• **MISSION:** to improve Gulf Cabin Safety by identifying cabin safety issues, and formulating our position on those issues.
• Engage the International Safety Bodies, so to contribute in the Cabin Safety activities in the region...
Looking Ahead...

EXPANSION...

- Membership
- Area of Expertise

- Quality
- ERP
- Health
- Security
- Safety
Looking Ahead...

INFORMATION EXCHANGE...

• Enhance Networking
• Contribution

and other Cabin Safety Groups...!
competitors in the Sky...
PARTNERS in SAFETY!
Q &A
Regulation and Collaboration in Cabin Safety

Carmen Barlow, South African Civil Aviation Authority
Clare Cooper, Aurigny Air Services- representing Cabin Safety Liaison Group
Yaser Farhood, Saudia- representing Gulf Cabin Safety Group
Thomas Kaminski, JetBlue- representing Airlines for America
Martin Maurino, ICAO
Martin Ruedisueli, Swiss International- representing IATA COSTF

Host Catherine Chan, Cathay Pacific Airways
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