



Agenda No. – 1

Title – Call to Order

The Chair, Mr. David Nigri, called the meeting to order and conducted a roll call of Members and recognized others in attendance. The Chair then recognized Mr. Don Spruston, Past Director General of IBAC for his many years of devotion and contribution to the IS-BAO Standard. The Chair called Don Spruston and Ray Rohr, “the God Fathers of the Standard”. All attendees acknowledged Don and Ray through applause. Don Spruston thanked the Chair and all in attendance and pledged his continued support for IS-BAO. The Chair then formally introduced Mr. Kurt Edwards, IBAC Director General, and acknowledged his appointment on September 1, 2012 and the challenge of growing not only the IS-BAO, but the membership of IBAC. Kurt thanked the Chair and indicated his appreciation of the challenges ahead. The Chair then asked all members and attendees to briefly introduce themselves to the assembly.

Members

David Nigri- Textron	Chair	Present
Juergen Wiese-BMW	Vice-Chair	Present
Len Beauchemin – AeroTechna Solutions, LLC	Member	Absent
Pat Dunn -	Member	Present
Kurt Edwards – IBAC DG	Member	Present
Carl Evans – FedEx Corporate	Member	Present
Jens Hennig – GAMA	Member	Present
Bill Stine - NBAA	Member	Present
Dave Stohr - Air Training Intl.	Member	Present
Matt Zuccaro – HAI	Member	Present
Don Spruston – IBAC Past DG		Present

Member Nominees/ Observers

- Rodrigo Duarte – **Nominee/Absent**
- Merlin Preuss – **Nominee/Present**
- Bill McBride – The Home Depot – **Nominee/Name Withdrawn**
- Keith Washington – Nike – **Nominee/Present**
- Bob Bauer – Chair Audit Advisory Group – **Observer/Present**
- Paul Stinebring – Auditor – **Observer/Present**

Support Staff

Jim Cannon	IS-BAO Program Director/ Present
Sonnie Bates	IS-BAO, Operations Manager/Present
Peter Ingleton	Director, ICAO Liaison/Present
John Sheehan	IS-BAO Audit Manager/Present
Larry Fletcher	IS-BAO Assistant Audit Manager/Present



Agenda No. – 2

Title – Adoption of Agenda

The proposed agenda was unanimously adopted.

AGENDA

ITEM		
1.	Call to Order	Chair
2.	Adoption of Agenda	Chair
3.	Review of Decision Record of October 9, 2011	Chair
4.	Action Items From Last Meeting	Chair
5.	Action Items From Conference Call August 7, 2012	Chair
6.	Standards Board Membership	Chair
	Terms expiring in 2012	
	New members in 2012	
7.	IS-BAO Activity Summary	Cannon
8.	Workshop Schedule	Bates
9.	Amendments to IS-BAO Standard and Audit Procedures Manual	Bates
10.	Other Business	
	The Future of IS-BAO	Cannon
	Data Base	Sheehan
	Auditor Update/Monitoring Program	Sheehan
	Operator Update	Cannon
11.	Next Meeting	Chair
12.	Adjournment	Chair



Agenda No. – 3

Title – Review of Decision Record of October 9, 2011

The Decision Record of the Standards Board/12 meeting held on October 9, 2011, was reviewed and a motion was made and seconded for the approval of Decision Record/12.

Decision

The Decision Record of SB/12 was accepted.

Agenda No. – 4 – Action Items From Last Meeting

The Chair reviewed the following action items generated from the 2011 IS-BAO Standards Board meeting.

Attachment to Agenda Item 4 – Action Items Report – 2011 Meeting

Action Item	Status
Steve Fisher has retired from Shell and has requested that his Chairmanship end in December 2011	David Nigri has assumed the duties of Chairman and Juergen Wiese has assumed the duties of Vice Chairman as of January 2012.
Jim Cannon to contact Rudy Toering to ascertain his continued interest.	Rudy Toering was contacted in November of 2011 and he indicated that he was unable to continue to serve on the IS-BAO Standards Board. He thanked the members of the Standards Board for his opportunity to serve.
Paul Stinebring’s new position as an ARGUS auditor necessitates his resignation from the Board.	Paul Stinebring resigned from the IS-BAO Standards Board, but was asked by the members of the Board to attend future meetings as an observer.
Don Spruston asked the Board to seek additional new members, two for next year. Bill McBride, and Rodrigo Duarte were mentioned by Board members as potential candidates.	In addition to Bill McBride and Rodrigo Duarte, Merlin Preuss has been nominated by the CBAA and Keith Washington has been nominated by the NBAA.
New position descriptions will be written and both opportunities will be filled with qualified staff.	The Position of Assistant Audit Manger has been filled by Larry Fletcher. A position description has been written and has been added to the IS-BAO Policy. The Position of Administrative Assistant (Part-Time) was filled for the first quarter of 2012 but has been vacant since that time.
The Data Base will be developed with an anticipated on line application of April, 1, 2012.	“The BETA version of the IS-BAO Auditor and Registered Operators Database was delivered by the Artifex Group in July 2012 and has since been thoroughly tested by John Sheehan and Paul Lessard. Full population of the database with all available data regarding auditors accredited and operators registered since the inception of the IS-BAO program has commenced. The next phase of the database, the design and construction of ISADORA (IS-BAO Audit Database Online Registration Activity), wherein IS-BAO



	Accredited Auditors will be able to submit their reports online, commences the week of September 10 2012. We do not expect as lengthy a process as the initial building of the database and still hope to have ISADORA available for the 2013 APM CDROM.”
Proposed changes to the auditor credentialing program will be written and available for review and comment by April 1, 2012.	IS-BAO Policy 2012-01 and Policy 2012-02 were developed, thoroughly vetted and published on the IBAC website on March 15, 2012. Policy 2012-01 & Policy 2012-02, are available at www.ibac.org/is_bao , then select Policies
Proposed changes to the operator registration process will be written and available for review and comment by April 1, 2012.	IS-BAO Policy 2012-03 was developed, thoroughly vetted and published on the IBAC website on March 15, 2012. Policy 2012-03 is available on the IS-BAO website; www.ibac.org/is_bao , then select Policies

Discussion Points:

- Rodrigo Duarte was unable to attend due to a medical issue. He has been contacted and is willing to participate in future Standards Board activities.
- Bill McBride has withdrawn his name due to other commitments.
- Administrative support in Montreal appears necessary with the increase in workload.
- The Database should be functional by January 2013 and the audit process for the 2013 Standard will be available by July 1, 2013.
- The Chair proposed a virtual meeting vial WebEx to be conducted in the Spring of 2013. A motion was made and seconded.

Agenda No. – 5 – Action Items From Conference Call, August 7, 2012

The Chair reviewed the following action items generated from the 2012 IS-BAO Standards Board Conference Call in August.

Attachment to Agenda Item 5 – Action Items Report – Conference Call Meeting

Action Item	Status
David Nigri suggested that the IS-BAO Standards Board hold a Conference Call meeting, each year approximately six months prior to the formal IS-BAO Standards Board meeting.	Consensus of the meeting was to adopt the suggestion. STATUS: CLOSED.
Jim Cannon suggested that the Foreword, Chapter 1 and Chapter 2 of the IS-BAO Manual need to be edited for clarity and that	A draft of the suggested edits and additions is attached to this agenda in Annex B. STATUS: CLOSED. (Closed later in the meeting during the discussions regarding



<p>a description of Stage One, Stage Two and Stage Three should be inserted in Chapter 1.</p>	<p>proposed changes to the IS-BAO).</p>
<p>The IS-BAO management team has suggested that the Acceptable Means of Compliance be removed from the IS-BAO Standards Manual and placed in the IS-BAO CD.</p>	<p>Jim Cannon described the reasoning. Jergen Wiese suggested the AMC structure should remain as is. Don Spruston stated that the “AMC” might not be the best name for the document. Carl Evans Described the confusion that exists concerning the AMC; ie, conformance vs. compliance. Pat Dunn commented on the pros of the AMC’s design. John Sheehan suggested making the GCOM more robust so the AMC info is embedded, therefore reducing the need for the AMC. Don indicated that AMC has worked well for years. It was mentioned by Jeregen that “Guidance Material” may be a more acceptable alternative title for the AMC section. Carl indicated that “Acceptable” is not the best term because it is used as a conformance indicator. Pat agreed that the term “Acceptance” can be confusing. The Chair called for a vote and the majority approved leaving the AMC in the IS-BAO Standard with the possibility of changing the name to “Guidance Material”. STATUS: CLOSED.</p>
<p>The IS-BAO management team has suggested that the Internal Audit Procedures Manual (IAPM) that currently resides in the IS-BAO CD be placed in the IS-BAO Manual in order to assist implementation of the process and to make the Protocols available to operators.</p>	<p>Jim Cannon discussed moving the Internal Audit Manual (IAM) into the IS-BAO Binder. After further discussion it was considered best not to pursue this. John Sheehan explained that the new data base software for audit protocols is scheduled for beta testing by February 2013 and should be available for all auditors by July 1, 2013. Don Spruston explained that the IS-BAO is a safety program and not an audit program, and therefore the IAPM does not have to be used. Carl indicated that the IAPM is an excellent tool and should be used within a flight department. Juergen Wiese stated that he would like more emphasis on using the IAPM. Peter Ingleton made a similar suggestion to increase the IAPM’s visibility, by highlighting the fact that it is in the CD. The Board voted to leave the IAPM in the CD, but provide more emphasis on its location and use. STATUS: CLOSED.</p>
<p>John Sheehan proposed amplification of the use of APM 8.1 to facilitate a better understanding of the process.</p>	<p>STATUS: CLOSED. (During revision process – Agenda Item 9).</p>
<p>The IS-BAO management team suggested that APM 8.1 be removed from the Protocols and inserted in the Audit Report Form 8.4, thus facilitating the auditors evaluation of the operators SMS. It was emphasized that in its present position, APM 8.1 confuses the operators who are preparing for the audit and was not fully understood by many auditors.</p>	<p>STATUS: CLOSED. (During revision process – Agenda Item 9).</p>
<p>The IS-BAO management team recommended including a copy of the full standards in the APM.</p>	<p>The new database will have a pop-up feature which will provide the full standard whenever the cursor rests over a particular protocol. STATUS: CLOSED.</p>
<p>Carl Evans indicated that there appears to be some confusion in the industry as to whether the AMC is provided for the sake of conformance or compliance.</p>	<p>STATUS: CLOSED. Via discussion item #2 above regarding the AMC.</p>



David Nigri proposed the formation of a technical committee of the Standards Board.	STATUS: CLOSED. The Chairman explained that the decision to have the board meet semi-annually eliminates the need for a technical committee when coupled with the proposed formation of an IS-BAO Review Board by the Governing Board. Matt Zuccaro asked if there was an issue that the Board is responding to. The Chair indicated that the suggestion was more proactive in nature. Don Spruston suggested to not throw out the idea, that a temporary technical committee might be warranted at times.

▪ **Discussion Points:**

- Consider changing the name of the AMC to Guidance Material.
- The IAPM will remain in the CD, but emphasis on its location and value should be indicated in the introductory material of the IS-BAO Manual.
- APM 8.1 will be inserted within the APM 8.4 form to place emphasis upon the evaluation of the operators SMS in the Audit Report.



Agenda No. – 6 – Standards Board Membership and Election

Current IS-BAO Standards Board Members and Terms

Member	Position	Term Expires
David Nigri- Textron	Chair	2014
Juergen Wiese - BMW	Vice-Chair	2012
Len Beauchemin – AeroTechna Solutions	Member	2013
Pat Dunn	Member	2012
Carl Evans – FedEx Corporation	Member	2012
Jens Henning – GAMA	Member	2013
Kurt Edwards	Member	IBAC DG
Bill Stine*- NBAA	Member	2013
Dave Stohr - Air Training International	Member	2013
Matt Zuccaro	Member	2014

. *Bill Stine to be replaced by Doug Carr, NBAA, in 2013

The following new members have been nominated in 2012:

Rodrigo Duarte Merlin Preuss Bill McBride Keith Washington

Decision

The Chairman pointed out that the following Board Members terms expire in 2012: Juergen Wiese, Pat Dunn, and Carl Evans. The Chairman then asked each Member if they would like to remain on the board for another term. All three accepted. The Chairman made a motion to extend these members on the Board for another term. Bill Stine seconded the motion. A unanimous vote in favor of this motion followed.

Bill Stine mentioned that Doug Carr would be replacing him in 2013. This was followed by the appointment of the following individuals as new Board Members via a unanimous vote by the Board for each Member:

- Keith Washington
- Merlin Preuss
- Rodrigo Duarte – (not in attendance)



Agenda No. – 7 - IS-BAO Activity Update

Attachment to Agenda Item 7 –

IS-BAO Sales

The following are the IS-BAO sales reported through 1 September 2012 with comparative data sales for the full years of 2005- 2011.

Member Association	IS-BAO Sales								
	2005	2006	2007	2008	2009	2010	2011	Jan-Sep 2012	Total to date
ABAA (Australia)					1	1	2		4
ABAG (Brazil)	-	0	0	0					3
AsBAA (Asia)						1	4		5
BBGA (UK)	2	0	2	8	2	10	8	4	47
BAASA (S. Africa)	--	0	2	0	1				5
BAOA (India)									
CBAA (Canada)	2	3	1	0	1	3	5	4	25
EBAA (Europe)	4	2	0	9	6	18	10		62
EBAA-F (France)	-	2	0	0					5
GBAA Germany	1	1	1	2	4	1	4		16
JBAA (Japan)	-	0	0	0					5
IBAA (Italy)					2				2
MEBAA (Middle East)					2	15			17
NBAA (USA)	115	60	115	105	172	400	170	60	1477
RUBAA (Russia)						2	1		3
BHA									
EHA									
HAI								18	18
Total	124	68	121	124	191	451	202	86	1684

Discussion:

Sonnie Bates provided a presentation to the Board of an overview of the IS-BAO Team's Activity for the past 12-month period.



Accredited Auditors*

State	2009	2010	2011	2012	State	2009	2010	2011	2012
Argentina	0	0	0	1	Oman	0	0	1	1
Australia	2	4	5	5	Philippines	0	0	1	1
Austria	0	0	0	1	Russia	1	1	5	5
Belgium	0	0	0	1	Saudi Arabia	0	0	1	1
Bermuda	1	1	1	1	Singapore	0	0	0	1
Brazil	2	2	5	8	South Africa	1	1	1	1
Canada	5	7	11	12	Spain	2	2	2	2
Caymans	0	1	1	1	Switzerland	2	6	9	12
China	2	2	2	3	UAE	1	1	3	4
Germany	1	2	6	8	UK	14	18	20	18
India	0	0	3	4	USA	123	182	243	276
Italy	1	1	1	3	Venezuela	1	1	1	0
Japan	1	1	1	1					
Luxembourg	2	2	2	2					
Nigeria	1	1	1	1	Total	161	235	327	374

Registered Operators*

State	2009	2010	2011	2012	State	2009	2010	2011	2012
Australia	0	1	4	5	Malaysia	0	1	2	3
Austria	0	0	4	4	Malta	0	0	1	1
Bahrain	0	0	1	2	Netherlands	1	1	1	1
Belgium	0	0	1	1	Portugal	0	1	1	1
Bermuda	2	5	5	5	Qatar	0	0	1	1
Brazil	1	2	5	10	Russia	1	1	5	8
British Virgin Islands	0	0	2	2	Saudi Arabia	1	2	5	6
Canada	4	3	4	8	Singapore	1	1	1	1
Cayman Islands	0	0	4	4	Slovakia	0	0	0	1
China	1	2	6	9	Slovenia	0	1	1	1
Costa Rica	0	0	0	1	South Africa	1	2	2	2
Egypt	0	0	2	2	Switzerland	3	6	9	10
Germany	1	5	11	11	UAE	1	2	2	4
Greece	2	1	2	2	Ukraine	0	0	1	1
Indonesia	1	2	2	2	UK	3	9	10	14
Italy	1	1	3	3	USA	158	257	452	517
Jamaica	0	0	1	1					
Jordan	0	0	1	1					
Latvia	0	0	1	1	Total	181	304	553	666

* October-September for the year indicated (currently through 1 September, 2012)

Registered Operators by Stage

Stage	2011	2012
1	397	397
2	104	188
3	52	81

Noteworthy:

- > Total registrants increased 20% over 2011
- > Non-US registrants comprise 19% of total
- > 60% of registrants are stage 1, 28% stage 2 and 12% stage 3.
- > 303 audits were conducted during the past year
- > 28 registrants either ceased operations or failed to renew during the past year



Agenda No. – 8 - IS-BAO Workshop Schedule

The following are the results for workshops for calendar year 2007-2012.

The Auditor Accreditation workshop was added in the spring of 2010. Attendance at the workshops has been excellent. It should also be noted that the US government agencies that own and operate aircraft are pursuing IS-BAO registration. Some of the presentations and workshops were for government officials only.

Year	Workshop Events	New Auditors	Renewal Auditors	Other	Total Attendees
2007	9	15	30	90	135
2008	14	19	23	106	148
2009	22	52	37	243	332
2010	42	241	52	383	676
2011	38	202	66	120	388
2012	40	153	136	134	423

2012 Complete Jan - Sep 6th	28	107	95	94	296
2012 Remaining Sep 7 - Dec	12	46 (est)	41(est)	40(est)	127(est)

2012 Workshops Remaining (12)	
Dates	Location of Workshops
Sep 26, 27, 2012	Flight Safety International Farnborough, England
Nov 6, 7 2012	Marathon Oil, Houston, TX
Nov 12, 13, 2012	Wiggins Airways, Manchester, NH
Nov 14, 15, 2012	Flight Safety International Atlanta, GA
Nov 28, 29, 2012	CAE Simuflite Morristown, NJ
Dec 9, 10, 2012	Hilton Hotel, Dubai, UAE



2013 Workshop Schedule (55)		
Dates	Workshop	Location of Workshops
Jan 8, 9	Fundamentals/Auditor	Orlando, FL (FSI)
Jan 26.	Fundamentals of IS-BAO	San Antonio
Feb 5,6	Fundamentals/Auditor	Fort Lauderdale, FL
Feb 14.	Fundamentals of IS-BAO	Austin, TX
Feb 19,20	Fundamentals/Auditor	Atlanta, GA (Home Depot)
Mar 3,4	Fundamentals/Auditor	Las Vegas
Mar 2,3	Fundamentals/Auditor	San Diego
Mar 19,20	Fundamentals/Auditor	Daytona Beach, FL (NASCAR)
Mar 21,22	Fundamentals/Auditor	San Antonio, TX (Valero)
Apr 12,13	Fundamentals/Auditor	Montreal, CA
Apr 19,20	Fundamentals/Auditor	Shanghai, China
May 1,2	Fundamentals/Auditor	Wiggins Aviation (Manchester, NH)
May 3.	Fundamentals of IS-BAO	Fort Worth, TX
May 19,20	Fundamentals/Auditor	Geneva, Switzerland
Jun 3,4	Fundamentals/Auditor	Atlanta, GA (FSI)
Jun 10,11	Fundamentals/Auditor	Montreal, CA
Jun 18,19	Fundamentals/Auditor	Washington, DC
Jul 1,2	Fundamentals/Auditor	Cincinnati, OH
Jul 16,17	Fundamentals/Auditor	Dupont Aviation (New Castle, DE)
Jul 30,31	Fundamentals/Auditor	Wiggins Aviation (Manchester, NH)
Aug 12,13	Fundamentals/Auditor	Aerogrips (Sao Paulo)
Aug 20,21	Fundamentals/Auditor	Seattle, WA
Sep 5,6	Fundamentals/Auditor	Textron Providence, RI
Sep 17,18	Fundamentals/Auditor	Farnborough, UK
Oct 1,2	Fundamentals/Auditor	Morristown, NJ (CAE)
Nov 5,6	Fundamentals/Auditor	Phoenix, AZ
Nov 19,20	Fundamentals/Auditor	Houston, TX (Marathon)
Dec 3,4	Fundamentals/Auditor	Atlanta, GA (FSI)
Dec 10,11	Fundamentals/Auditor	Wiggins Airways (Manchester, NH)

Discussion:

Sonnie Bates provided a presentation to the Board of an overview of the IS-BAO Team’s Activity for the past 12-month period. Paul Stinebring indicated that in his opinion that an operator is much more prepared to implement the IS-BAO if they have attended workshops; they must be more aware of the benefits. Bill Stine offered that an ongoing flow of information and promotion of IS-BAO is needed; utilize “E Cards” similar to the NBAA promotional tools. The Chair advised utilizing auditors to encourage participation. Dave Stohr stressed that operators must more clearly understand the benefit of the training and development value of IS-BAO. Carl Evans indicated that the operators who have yet to embrace IS-BAO must be offered value added incentives to attend workshops.

Decisions:

- The workshop programs will need to be more actively promoted going forward.
- The Board would not support mandatory attendance for operators at IS-BAO workshops.



Agenda No. – 9 – Amendments to IS-BAO Standard and Audit Procedures Manual

Decision:

The Board reviewed the proposed amendments and made decisions on their adoption. See Appendix A for the Decision Record that will be applied to the 2013 IS-BAO Manual and Audit Procedure Manual.

Agenda No. - 10 - Other Business

Due to the length of the meeting and the content of the Decision Matrix, Agenda # 9, the Chair offered to table Agenda 10 until the proposed conference call meeting in the Spring of 2013. The following presentations were tabled until an appropriate opportunity is made available:

The Future of IS-BAO	Cannon
Data Base	Sheehan
Auditor Update/Monitoring Program	Sheehan/Fletcher
Operator Update	Cannon

Agenda No. – 11 – Next Meeting

It was proposed to convene the next meeting of the IS-BAO Standards Board on Monday, October 21, 2013, or the call of the chair if he deems it necessary to meet prior to that date. Note: NBAA convention will be held October 22 - 24, Las Vegas, NV.

Decision:

The Chairman offered the Board the opportunity to meet again via WebEx in April or May of 2013. The Board unanimously agreed. The Chair indicated that he will follow up with an email invitation to all participants. It was agreed to hold the IS-BAO Standards Board 14 meeting on Monday, October 21, 2013 in Las Vegas.

Agenda No. – 12 - Adjournment

The Chair offered a motion to adjourn the meeting at 6:20 PM. The motion was seconded and passed. The meeting of IS-BAO Standards Board 13 was adjourned.

Appendix A to Agenda Item 9

IS-BAO and Audit Procedures Manual Amendments

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Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
Foreword MODIFIED	Modified for clarity	<ul style="list-style-type: none"> • Modify the first line: Replace “has been developed” with “was developed”. • Replace references to “the standard” with “the IS-BAO” • Replace the first sentence of the third paragraph with, “While the IS-BAO is a set of standards that reflect business aviation best practices world-wide, a management process has been designed to ensure its long-term growth and development.” 	Accepted
1.2 MODIFIED	Clarification	<p>Change the first paragraph to read: “The standards contained within this document have been developed to be used and adapted for operation of a wide variety of aircraft, from multiengine, turbine-powered, pressurized aeroplanes to helicopters. The IS-BAO is designed to be flexible in nature. <u>IS-BAO contains standards and recommended practices (SARPs) that are based upon business aviation “best practices”, developed by the industry for the industry.</u> IS-BAO allows operators to implement the requirements that pertain to their operations and set aside those that are not relevant.</p>	Accepted with exception: Remove (SARPs) and add “a set of” after “IS-BAO contains”
1.3 MODIFIED	Integrate Policy Letter 2012-3 [JS and RR: Explains stages to operators + progress requirements]	See attachment at the following link: http://www.myisbao.org/ISBAO 1.3 PL 2012-3 Integration.docx	Accepted
2.7.4 MODIFIED	Policy Letter 2012-4 Integration: Page 2-5 needs to be updated to reflect this new policy.	<p><u>p. 2-5, last ¶ - replace 2010-4 references with 2012-4 and include the proper web link:</u> “In accordance with IS-BAO Policy 2012-4 http://www.ibac.org/wp-content/uploads/2010/06/IS-BAO-Policy-2012-04.pdf, IBAC recognizes aviation support services organizations that have demonstrated knowledge of the IS-BAO and are in the business of providing services or products to aircraft operators.</p>	Accepted
2.7.5 MODIFIED	Some audit protocols ask for a documented process or procedure, while the IS-BAO does not explicitly require it. Because the IS-BAO is designed with ISO-9000 principles in mind, it is understood that all key processes should be documented, yet this is not made clear in the IS-BAO. [JS: This will eliminate the need for asking for a process/ procedure in each protocol citation]	<p><u>Add the following to the end of section 2.7.5:</u> “Because the IS-BAO is designed with ISO-9000 principles in mind, the operator should document ALL key safety-related processes in their organization, to include specific supporting procedures and process ownership for accountability.”</p>	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
2.7.6 MODIFIED	More emphasis should be added to ensure the operator completes protocols, to include specific references where policies, processes, and procedures are located in their manuals. This would improve the process in two ways: (1) Better prepare the operator for the audit, and (2) Allow the auditor to more efficiently determine documentation status and potential interview questions before the audit.	<u>Modify the second sentence of the second paragraph in 2.7.6 to read:</u> “As part of the audit preparation process it is highly recommended, and auditors typically require, that operators complete the detailed protocols found in Section 8.2 of the IS-BAO Internal Audit Manual, to include specific references where policies, processes, and procedures are located in the operator’s manuals. These protocols and associated manuals should be transmitted electronically to the auditor no later than two weeks prior to the audit.”	Do not modify. The current wording is appropriate.
2.7.6 ADDED to replace previous revision proposal for 1.4 (Audit Terminology)	Information should be added so that the operator knows where to find audit procedures and audit terminology.	<u>Replace the last sentence of the second paragraph of 2.7.6 with:</u> “Essential information regarding IS-BAO audit procedures, SMS evaluation, and associated audit terminology is provided in the IS-BAO Internal Audit Manual located on the IS-BAO CD.	Accepted
3.2.3.a MODIFIED	Stress the importance of an operator internal audit program that evaluates critical safety areas of their organization. The IS-BAO should provide guidance regarding Safety Culture.	<u>Modify the note after 3.2.3.a so that it applies to all operators and includes emphasis on safety culture assessment.</u> “Note: The safety performance monitoring and measurement process should include an internal evaluation or audit program that assesses the performance of the SMS in relation to the stated safety objectives and ensures both the effective management of safety risks and a positive safety culture. Information on internal evaluation and audit, to include Cultural Assessment Tools, is contained in the SMS Toolkit and the IS-BAO Internal Audit Manual.	Accepted
4.1.1 MODIFIED	The first sentence does not indicate a requirement, although it should do so [RR] Personnel qualifications should be added to the requirements for documentation and the sentence reworded for clarity.	<u>Modify the first sentence to read:</u> “An organization shall be staffed by qualified, competent and effective management and line personnel to ensure the safe and efficient operation of the organization.” <u>Modify the second sentence to read:</u> “An operator shall have an organization structure that clearly defines qualifications, duties, authorities and accountabilities and that is staffed by qualified managerial and operating personnel who are capable of effectively carrying out the identified duties.”	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
4.2.3 ADDED	Section 4.2.3 of the IS-BAO does not include the recommended practices 2.2.4.2 and 2.2.4.3 of Annex 6 Part II.	Add the following to 4.2.3: “The pilot-in-command shall, as soon as possible, report to the appropriate air traffic services (ATS) unit any hazardous weather or flight conditions encountered that are likely to affect the safety of other aircraft.”	Accepted
4.7 MODIFIED	The IS-BAO should address the safety risks associated with cell phones and personal electronic devices.	Add a Recommended Practice 4.7 Mobile Phones and other Portable Electronic Devices <i>The operator should provide guidance on the use of mobile phones and PED for all personnel, including critical phases of flight, operating vehicles, and maintenance work.</i>	Accepted, and add “and ground operations” after “critical phases of flight”
5.1.2	Reword for clarity	Modify to read: “An operator shall ensure that ground and flight training programmes have been established, either through an internal programme or through a training service provider, and shall include or make reference to, a course outline for those training programmes in its operations manual. Note: The training course outline must contain a title, course references, training objectives, basic subjects to be covered and a means of determining student comprehension.	Do not modify. The current wording is appropriate.
5.1.6	Change the term “Syllabus” to “Course Outline” Both terms appear to be used interchangeably throughout the IS-BAO. Training Course Outline is generally referred to as an abbreviated document that provides the objective, and summary of training items, while a syllabus is sometimes considered more comprehensive.	Change the term “syllabus” to “course outline” [5.1.6, 7.3.2, AMC 5.1 para 7, AMC 7.0 para 3]	Accepted
Chapter 6 ADDED	Chapter 6 of the IS-BAO does not have a requirement similar to 2.2.2.1 of Annex 6 Part II	Add the following to Chapter 6. X.X.XA An operator shall have a procedure to ensure that an aeroplane is not taxied on the movement area of an aerodrome unless the person at the controls is an appropriately qualified pilot or: a. has been duly authorized by the operator; b. is fully competent to taxi the aeroplane; c. is qualified to use the radio if radio communications are required; and has received instruction from a competent person in respect of aerodrome layout, and where appropriate, information on	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
		routes, signs, marking, lights, ATC signals and instructions, phraseology and procedures, and is able to conform to the operational standards required for safe aeroplane movement at the aerodrome.	
Chapter 6 ADDED	Chapter 6 of the IS-BAO does not have a requirement similar to 2.1.7 of Annex 6 Part III section III	Add the following to Chapter 6. X.X.X H An operator shall have a procedure to ensure that helicopter rotor shall not be turned under power for the purpose of flight without a qualified pilot at the controls.	Accepted
6.1.4	Change Note 1 to reflect new guidance for stabilized approaches found in AMC 6.1.	Change 2nd paragraph of Note 1 to IS-BAO 6.1 to read “Historically, 50% of the business aviation accidents occur during approach and landing. For guidance in managing these risks, see AMC 6.1, Section 3. Stabilized Approaches.”	Accepted
Chapters 6 & 7 ADDED	There are numerous instances in chapters 6 and 7 where it is necessary to more fully incorporate current PBN concepts and terminology as per ICAO PBN Manual doc 9613.	Make the appropriate revisions to the two chapters and other related documents. Chapter 7 should be reviewed in detail as it has been a few years since it was completely updated.	Accepted. Add “RVSM” to element (d) of 6.6.1. Add 6.6.2 & relate to vertical requirements; modify 6.6.1 to reflect lateral navigation. Action item to work with technical team to ensure accuracy.
6.2.3	The IS-BAO should have a standard regarding departure alternate requirements that addresses both aeroplanes and helicopters.	Change 6.2.3 title to "IFR Departures" Delete 6.2.3.1 numbering and add: “a. A take-off alternate aerodrome/heliport shall be selected and specified in the flight plan if the weather conditions at the aerodrome/heliport of departure are at or below the applicable operating minima or it would not be possible to return to the point of departure for other reasons. For an aerodrome/heliport to be selected as a take-off alternate the available information shall indicate that, at the estimated time of use, the conditions will be at or above the applicable operating minima for that operation.” Retain current 6.2.3.1 wording as item “b.”	Accepted with exception: Keep 6.2.3 Name “IFR Flight” and organize the sections appropriately under that section title.
6.2.5	New Fuel Planning Requirements IAW PANS OPS need to be	See attachment http://www.myisbao.org/Fuel Amendment	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
	integrated	RR.docx	
6.2.7	Wording needs to be changed to reflect the current Annex 6 Part 1 guidance on Extended Diversion Time Operations (EDTO)	<p>Change the title of 6.2.7 to read: “Extended Diversion Time Operations (EDTO)”</p> <p>Modify the wording of the recommended practice to:</p> <p><i>“It is recommended that operators of turbine powered multi-engine airplanes used in extended diversion time operations (EDTO) over water or Polar regions, develop operational and maintenance procedures for those operations. Extended diversion time operations are described in ICAO Annex 6 Part 1, Section 4.7 and apply to operations conducted beyond 60 minutes from a point on a route to an en-route alternate aerodrome.”</i></p>	Accepted with exception: Delete “and apply to operations conducted beyond 60 minutes from a point on a route to an en-route alternate aerodrome”
6.6.1	Need to emphasize the requirement for a <u>process</u> to manage the requirements associated with RNP, MNPS, RNAV, and RVSM Operations	Change the wording in 6.6.1 from “an operator shall ensure that:” to “an operator shall have a process to ensure that:”	Accepted
6.11, 6.15, 8.4, AMC 4.1	The standard utilizes “safety harness” language in lieu of “shoulder harness” which tends to confuse operators. Annex 6 Part 2 uses both terms, seemingly interchangeably.	Wherever the term “safety harness” or “shoulder harness” is found in the IS-BAO, change it to read “safety/shoulder harness”. [15 replacements]	Accepted
6.17	This standard incorrectly makes reference to standard 8.2.4, while it should reference 8.16.4.	Change reference to 8.16.4	Accepted
6.18	Add guidance for managing risks related to the conduct of Maintenance Check Flights.	<p>Add Recommended Practice</p> <p>6.18 Maintenance Check Flights <i>“Maintenance Check Flights present unique safety risks to the operator and must be managed effectively. Therefore, the operator should ensure the flight crew and maintenance personnel are properly trained to conduct such operations.” Add note following the RP: “Guidance regarding Maintenance Check Flights can be found in IBAC’s Safety Management Library at http://www.ibac.org/safety-management/safety-management-library. Add FSF and EASA publications relating to Maintenance Check Flights to IBAC’s Safety Management Library.</i></p>	Accepted
7.1	Clarity required for describing operations covered by chapter 7 of IS-BAO	Change 7.1 to read, “The territory of a State is deemed to be the land area and territorial waters adjacent thereto under the sovereign protection of such State. The airspace above such land and water is sovereign airspace. In this section all airspace outside the territory of a State is referred to as	Accepted

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IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
		international airspace. Aircraft bearing the nationality and registration marks of an ICAO Contracting State shall apply the rules of the air established for their nation, wherever they may be, to the extent that they do not conflict with the rules published by the State having jurisdiction over the territory overflown. The rules in force relating to flight and manoeuvre of aircraft when operating outside the airspace of any sovereign state, i.e. oceanic or high seas, must be in accordance with ICAO Annex 2, Rules of the Air.”	
7.3.2	Change the term “Syllabus” to “Course Outline” Both terms appear to be used interchangeably throughout the IS-BAO. Training Course Outline is generally referred to as an abbreviated document that provides the objective, and summary of training items, while a syllabus is sometimes considered more comprehensive.	Change the term “syllabus” to “course outline”	Accepted
7.4	Emphasis on process needed and Height monitoring requirements missing (See 6.6.1)	<ul style="list-style-type: none"> • Add to 7.4, “an operator shall have a process to ensure that:” • Add “d. continuing height monitoring requirements have been met.” 	Accepted
Chapter 8 ADDED	The IS-BAO does not have a requirement similar to 2.8.3 of Annex 6 Part II	Add the following to chapter 8: “An operator shall have available for immediate communication to rescue coordination centres, lists containing information on the emergency and survival equipment carried on board the aeroplane engaged in international air navigation. The information shall include, as applicable, the number, colour and type of life rafts and pyrotechnics, details of emergency medical supplies, water supplies and the type and frequencies of the emergency portable radio equipment.”	Accepted. Also, ensure it applies to helicopters as well.
Chapter 8 ADDED	The IS-BAO does not have a requirement similar to 3.6.2 of Annex 6 Part II	Add the following or something similar, to chapter 8: “Aircraft in which not all passenger seats are visible from the flight crew seat(s) shall be equipped with a means of ensuring that the following information and instructions are conveyed to passengers:	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
		a. when seat belts are to be fastened; b. when and how oxygen equipment is to be used if the carriage of oxygen is required; c. restrictions on smoking; d. location and use of life jackets or equivalent individual flotation devices where their carriage is required; e. location of emergency equipment; and f. location and method of opening emergency exits.”	
8.1 ADDED	The IS-BAO does not have a requirement similar to recommended practice 3.6.3.4.6 of Annex 6 Part II	Consider adding the following to 8.14A: “ <i>Aeroplanes of a maximum certificated take-off mass over 5 700 kg, required to be equipped with an FDR and a CVR, may alternatively be equipped with two combination recorders (FDR/CVR).</i> ”	Accepted
8.2. ADDED	The IS-BAO does not have a requirement similar to 3.6.5.1 of Annex 6 Part II	Add the following to 8.2.A section 8.2.2: k. In addition to the above requirements aeroplanes operated by two pilots in accordance with the instrument flight rules or when the aeroplane cannot be maintained in a desired attitude without reference to one or more flight instruments, shall be equipped with two independent altitude measuring and display systems.	Accepted
8.2 ADDED	The IS-BAO does not have a requirement similar to 3.6.5.2 of Annex 6 Part II	Add the following the 8.2.A. Aeroplanes of a maximum certificated take-off mass of over 5 700 kg newly introduced into service after 1 January 1975 shall be fitted with an emergency power supply, independent of the main electrical generating system, for the purpose of operating and illuminating, for a minimum period of 30 minutes, an attitude indicating instrument (artificial horizon), clearly visible to the pilot-in-command.	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
		The emergency power supply shall be automatically operative after the total failure of the main electrical generating system and clear indication shall be given on the instrument panel that the attitude indicator(s) is being operated by emergency power.	
8.14.8	Section 8.14.8 is a recommended practice regarding procedures for the protection of and handling of FDR/CVR data, while 10.2r is a standard that requires this information to be in the Operations Manual.	Make 8.14.8 a standard.	Accepted
8.16 ADDED	The IS-BAO does not have a requirement similar to 2.5.2.10 of Annex 6 Part II	Add the following or something similar, to section 8.16: “On flights in which it is intended to land in instrument meteorological conditions, an aeroplane shall be provided with radio equipment capable of receiving signals providing guidance to a point from which a visual landing can be effected. This equipment shall be capable of providing such guidance for each aerodrome at which it is intended to land in instrument meteorological conditions and for any designated alternate aerodromes.”	Accepted. However, change the phrase “landing can be effected” to “landing can be achieved”.
8.16 ADDED	The IS-BAO does not have a requirement similar to 2.5.1.2 of Annex 6 Part II	Add the following after 8.16.1: “When compliance with 8.16.1 requires that more than one communication equipment unit be provided, each shall be independent of the other or others to the extent that a failure in any one will not result in failure of any other.”	Accepted
9.1.4h and 9.4.1 MODIFIED	Need to improve clarity regarding Fatigue Risk Management pertaining to Maintenance personnel.	Move the NOTE following 9.4.1 regarding training and fatigue management programs to 9.1.4h. Cut the part of the note that pertains to fatigue management and place this information in a note after adding section 9.1.4m “Fatigue Management System as required by section 6.13”	Accepted
9.1.6	The term “reporting” should be changed to "recording". Defect reporting is not delineated in 9.1.6a thru d and represents what is internationally recognized as reporting Malfunction and Defects	<u>Change 9.1.6 to read,</u> “In the part of the manual that describes its maintenance	Accepted

Issues for 2013 IS-BAO Revision (Revised)

IS-BAO Reference	Comments & Issues	Analysis and Proposed Action	Decision
	to the State Regulatory Agency through the M&D reports. The reporting of failures, malfunctions and defects is with respect to those that have resulted in or may result in an unsafe condition. Taken from the Transport Canada and EASA websites. The IS-BAO Standard does not address this aspect at all in a thru d, SEE ALSO 9.1.10	control system, an operator shall include defect recording and rectification control procedures for..."	
9.1.9.b	The term "log cards" is out-dated and should be deleted. This is a function of tracking life limited components and since virtually all operators use a computer program and those that don't have the same requirement for tracking this is not needed.	At the end of 9.1.9.b., change the word "component" to "components" and end the sentence there.	Accepted
9.1.11d	The reference to FAA AC 120-17A refers only to Part 121 operations. A better AC would be FAA AC 120-16E, as it applies to Part 135 ops as well.	Replace FAA AC 120-17A with FAA AC 120-16E and modify the associated link accordingly.	Accepted
10.2.r	Protection and use of FDR/CVR data is appropriate, "if installed", as indicated in 8.14.8	<u>Change 10.2.r to read:</u> r. use/protection or FDR/CVR records, if installed; and	Accepted
11.5	Periodic testing of an emergency response plan is critical and should be a standard. Change 11.5 from a Recommended Practice to a Standard	Change 11.5 to a Standard. Change font from italic to normal and change the two "should" terms to indicate "shall".	Accepted, except remove the word "periodically"
12.1	The requirement for a process is not indicated, yet it is on the protocols.	<u>Change 12.1 to read,</u> "An operator shall have a process to identify and comply with all national and local environmental laws and requirements, including those related to:"	Accepted
13.1	The requirement for a process is not indicated, yet it is on the protocols.	<u>Change 13.1 to read,</u> "An operator shall have a process to identify and comply with all national and local occupational health and safety laws and requirements, including those related to:"	Accepted
13.2	Hyperlink for HAI Occupational Safety Manual not available	Delete Note 3, Change Note 4 to Note 3.	Accepted
13.3	Recommended Practice is incorrectly numbered.	Assign proper numbering, i.e. 13.3	Accepted

Issues for 2013 AMC Revision

AMC Reference	Comments & Issues	Analysis and Proposed Action	Decision
AMC 4.1, Section 2.4.1 MODIFIED	The following note, which appears after the duties and responsibilities of the Maintenance Manager, does not make sense. <i>“Note: For operators falling under EASA rules, the duties of the person responsible for the management of the continuing airworthiness would be fulfilled by the CAMO, when requested.”</i>	Delete “when requested” and add info to read, <i>“Note: For operators falling under EASA rules, the duties of the person responsible for the management of the continuing airworthiness would be fulfilled by the CAMO. <u>However, the ultimate responsibility for aircraft airworthiness remains with the owner.</u>”</i>	Accepted
AMC 4.1, 2.5.2 MODIFIED	Modify to make Safety Officer description more open to any qualified individual, not just flight crew.	Modify AMC 4.1, Section 2.5.2 Qualifications [SO]: Modify (a) to remove "normally achieved as a flight deck crew member",	Accepted
AMC 4.1, Section 2.5.2	AMC 2.5.2 ends with a sentence that “In smaller flight departments the safety officer duties may be undertaken by the flight department manager.” This doesn’t consider others who may be qualified.	Change the statement to read: “In smaller flight departments, the safety officer duties may be undertaken by the aviation manager or other qualified personnel.”	Accepted
AMC 6.1	The IS-BAO should provide guidance on stabilized approach criteria.	Add section 3. Stabilized Approaches to AMC 6.1. See attachment at link: http://www.myisbao.org/Stabilized Approach for AMC 6.1.docx	Accepted. However, delete the windows for 1000’, 500’, and 300’ and replace with “The operator should determine specific criteria for when a go-around will be required.
AMC 6.1	The IS-BAO should provide guidance on ACAS SOPs as required by ICAO Doc 8168.	Add element “h. ACAS procedures”, to item 13 “Other Operating Considerations” in AMC 6.1 “Recommended Contents of an SOP”	Accepted

Issues for 2013 Audit Procedures Manual (APM) Revision

APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
1.3 MODIFIED	Section 1.3 definition for Finding conflicts with the description in chapter 6. Specifically, the definition includes the phrase, “significant adverse effect on the safety of the operation” which would exclude being able to generate a finding from a minor non-conformity, which chapter 6 allows.	<u>Change definition of Audit Finding in section 1.3 to:</u> ”Finding - A Finding is a problem or cause-and-effect statement, and is accompanied by specific examples of the observed condition. These are significant issues requiring the operator's immediate attention. Findings may relate to one or more non-conformities but should be sufficiently significant to require urgent action.”	Accepted
1.3	Add definition for satellite base	<u>Satellite/Additional Operating Base</u> – An airport or heliport other than the operator/ management company’s main base at which one or more aircraft and personnel are based and managed by the operator/management company.	Accepted
3.1.3	Need to integrate ISBAO Policy Letter 2012-3	See attachment at link: http://www.myisbao.org/APM 3.1.3 replacement.docx	Accepted
3.4.2.a.	Modify to integrate Policy Letter 2012-2, Auditor Currency Requirements.	<u>New 3.4.2.</u> a. “Auditors with little or no experience in either aviation operations or maintenance may not conduct a full audit in which they sign the audit report form as the principal or audit team leader unless they meet additional requirements shown at http://www.ibac.org/wp-content/uploads/2010/06/IS-BAO-Policy-2012-021.pdf b. Auditors not conducting an IS-BAO audit within the past 12-months must receive additional training and provide proof of audit knowledge through testing. These issues are described in detail at web address shown in item a., above.”	Accepted
3.5.1	Integrate Policy Letter 2012-1	<u>APM: 3.5.1 – after first sentence, add</u> “(For complete information regarding auditor qualifications and accreditation procedures, see http://www.ibac.org/wp-content/uploads/2011/09/IS-BAO-Policy-2012-01.pdf ”	Accepted
3.8	Integrate Policy Letter 2010-3	<u>Add to the end of the section.</u> “A full description of the IS-BAO audit program oversight provisions may be found at http://www.ibac.org/wp-content/uploads/2010/06/IS-BAO_Policy_2010-03.pdf ”	Accepted

Issues for 2013 Audit Procedures Manual (APM) Revision

APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
3.13	Integrate Policy Letter 2010-2A	Add to the end of the ¶, “Details of the monitoring program, procedures and protocols may be found at http://www.ibac.org/wp-content/uploads/2010/06/IS-BAO_Policy_2010-02A1.pdf	Accepted
4.2.3 MODIFIED	The current instruction requires more clarity to ensure the auditor understands how to conduct an advanced stage audit.	Change 4.2.3 to read, “When conducting Stage Two or Stage Three audits the evaluation of the effectiveness of the SMS will involve in-depth examination of the systems, procedures and processes related to the standards that are an integral part of their SMS, such as those noted in Section 4.2.2, a thru f, to ensure they are appropriate and effective in managing safety risks and that they meet the related IS-BAO requirements. In that case the SMS Audit Protocol will be the primary audit document and the results of the SMS evaluation should be fully documented in that protocol. It will be supplemented by the detailed protocols for chapters 3 thru 15. The auditor will determine whether the detailed protocols for each chapter will be audited in-depth or checked for basic conformance. However, all sections of the protocols must be appropriately marked to substantiate that the operator is in conformity with the requirements of the IS-BAO.”	Accepted with exception. Ensure sampling is allowable at the discretion of the auditor and provide guidance to ensure that at least 50% of each chapter is assessed and that all chapters will be audited.
4.4.3	Integrate Policy Letter 2010-5	Add new ¶, 4.4.3, “Most audits are performed for a single operator controlling all aspects of the operation. However, aircraft management companies providing comprehensive scheduling, flight operations and maintenance services also may receive IS-BAO registration. These companies require special audit considerations and procedures which are shown in brief in Appendix D and in detail at http://www.ibac.org/wp-content/uploads/2010/06/IS-BAO_Policy_2010-05.pdf .”	Accepted
4.7.3	The APM should make it mandatory for auditors to indicate their assessment of all sub-elements on the protocols.	Add “4.7.3 When a detailed protocol (8.2) item includes sub-elements, the auditor shall indicate their assessment of each of these sub-elements with a “Y, N, or NA” adjacent to each item, with appropriate references and remarks associated with the same.”	Accepted
6.1	Requires clarity to differentiate between minor non-conformity, major non-conformity, and finding and the consequence of each.	See attachment at link: http://www.myisbao.org/APM_6.1_rewrite.docx	Accepted

Issues for 2013 Audit Procedures Manual (APM) Revision

APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
8.1 MODIFIED	The SMS is the cornerstone of the IS-BAO and Protocol 8.1 (SMS Audit Protocol) is the primary audit protocol. However, many auditors focus on the Detailed Protocols (8.2) to ensure conformity with standards and often overlook the importance of the SMS Audit Protocol (8.1), which validates SMS performance. If the SMS Audit Protocol (8.1) is inserted into the Audit Report Form (8.4), it will underscore the importance of this protocol. Also, the audit report form currently asks the auditor to provide a summary of the SMS Appropriateness and Effectiveness. By inserting the SMS Audit Protocol into the Audit Report Form, it will also reduce redundant comments required by the auditors.	The SMS Audit Protocol will be updated in 2013 to reflect ICAO Annex 19 and other ICAO SMS guidance information that is scheduled to be released in mid-2013. See attachment at link: http://www.myisbao.org/New 8.4.docx for an example of the proposed Audit Report Form formatting.	Accepted
8.2 Protocols	Many protocols do not provide adequate information to allow the auditor to make an assessment without referring to the IS-BAO standard.	Provide a note to “Refer to IS-BAO Section XXXX” when the additional information is needed, but too large to add to the protocols.	Accepted
8.2 Protocols MODIFIED	Header block title over right column is confusing. It states “Remarks and Objective Evidence of Non-Conformities” which leads many auditors to think they can only make comments regarding non-conformities.	Re-name header to “References / Remarks/ Evidence of Non-Conformities”	Accepted
8.2 Protocols MODIFIED	The 2 blocks at the end of each chapter are labelled: “Analysis of Non-Conformities” and “Findings”. This leaves many auditors wondering if they can make summaries of observations, summary comments	<ul style="list-style-type: none"> • Change the title of the first block after each chapter to: “Comments, Observations, and Recommendations” • Change the title of the second block after each chapter to: “Analysis of Non-Conformities/Findings” 	Accepted
8.2 Protocols; Section 3.2.1	Clarity needed to ensure essential elements of IS-BAO are covered	<p><u>Change to read:</u></p> <p>Does the SMS documentation contain:</p> <p>a. A safety policy that:</p> <ul style="list-style-type: none"> - reflects management’s commitment to safety, - includes a clear statement about providing necessary resources to support the policy, - includes safety reporting procedures, - is signed and dated by the accountable executive, - is communicated, with visible endorsement, throughout the organization, - indicates which types of behaviours that are unacceptable, - includes the conditions under which exemption 	Accepted

Issues for 2013 Audit Procedures Manual (APM) Revision

APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
		<p>from disciplinary action would be applicable,</p> <ul style="list-style-type: none"> - is periodically reviewed to ensure it remains relevant and appropriate to the organization <p>b. An identification of the Accountable Executive and the safety responsibilities, accountabilities and authorities of all personnel, to include a definition of the levels of management with authority to make decisions regarding safety risk tolerability,</p> <p>c. An appointment of a safety manager,</p> <p>d. An emergency response plan that provides for the orderly and efficient transition from normal to emergency operations, and the return to normal operations, that is properly coordinated with the emergency response plans of those organizations it must interface with during the provision of its services,</p> <p>e. An implementation plan endorsed by senior management, to include all SMS processes and procedures</p>	
8.2 Protocols; Section 3.2.2	Clarity needed	<p>Change to read: “Has the organization developed and maintained procedures to ensure:</p> <ul style="list-style-type: none"> a. hazards are identified using reactive, proactive, and predictive methods, and b. analysis, assessment and control of the safety risks in operations?” 	Accepted with exception: Change “procedures” to “formal process”
8.2 Protocols; Section 3.2.3	Clarity needed	<p>Modify to read: “Has the organization developed and maintained a process or procedure to:</p> <ul style="list-style-type: none"> a. monitor and measure safety performance, b. identify and manage major organizational changes that may affect safety, and c. ensure continuous SMS improvement?” 	Accepted
8.2 Protocols; Section 3.3.1	Clarity needed	<p>Modify to read: “Has the operator established and maintained a system for identifying applicable regulations, standards, approvals, exemptions and demonstrated compliance with them?”</p>	Accepted
8.2 Protocols; Section 4.1.1	Clarity needed	<p>Change to read: “Does the operator have an organization structure that clearly defines qualifications, duties, authorities & accountabilities of the:</p> <ul style="list-style-type: none"> a. manager of the operation; b. chief pilot; and 	Accepted

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APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
		c. a person responsible for maintenance?"	
8.2 Protocols; Section 4.1.2	Clarity needed	Modify to read: "Where the organization has more than one operating base, has the organization structure addressed the exercise of management of the above responsibilities at all locations?"	Accepted
8.2 Protocols; 4.1 Overall	This is not linked to a specific standard.	Delete	Accepted
8.2 Protocols; Section 4.4.1	Statement not needed. Repeated in chapter 9.	Modify to read: "Do the maintenance personnel hold the licences and ratings required by the State of the Operator or State of Registry of the aircraft?"	Accepted
8.2 Protocols; Section 5.1.6	Clarification	Modify to read: "Maintenance Personnel Training a. Has the operator established a training programme that ensures that the organization's maintenance personnel have the competencies appropriate to the level of maintenance performed? b. Is the course outline of the training programme referenced in the company operations manual?"	Accepted with exception. Make sure item (b) reflects the decision of IS-BAO 5.1.2 and 5.1.6.
8.2 Protocols; Section 6.1.1	Protocol 6.1.1; The yes cell has a background color of yellow when typing begins and must be removed.	Remove Yellow formatting on this block.	Accepted
8.2 Protocols; Section 6.2.3	6.2.3 needs to be re-organized to cover newly implemented take-off alternate standard and current requirement regarding take-off decision under IFR.	Change to 6.2.3.title to : IFR Departures Add (a) under 6.2.3 to read: "Does the operator have a procedure to ensure that: 1. A take-off alternate aerodrome/heliport is selected and specified in the flight plan if the weather conditions at the aerodrome/heliport of departure are at or below the applicable operating minima or it would not be possible to return to the point of departure for other reasons? 2. For an aerodrome/heliport to be selected as a take-off alternate the available information shall indicate that, at the estimated time of use, the conditions will be at or above the applicable operating minima for that operation. Change to 6.2.3.b "Does the operator have a procedure to ensure that a flight shall not be commenced unless the available information indicates that conditions, at the aerodrome or heliport , of intended landing or at least one	Accepted. Ensure the change reflects the decisions related to IS-BAO 6.2.3.

Issues for 2013 Audit Procedures Manual (APM) Revision

APM Reference	Comments and Issues	Analysis and Proposed Action	Decision
		destination alternate will, at the estimated time of arrival, be at or above the aerodrome or heliport, operating minima?"	
8.2 Protocols; Section 6.2.4	Reword to better reflect the standard	<p>Change to read: "6.2.4 Does the operator have a procedure to ensure that at least one destination alternate aerodrome or heliport, shall be selected and specified in the flight plan, with the following exceptions:</p> <ul style="list-style-type: none"> (1) The approach at the destination can be flown under VMC (2) The destination is isolated and no alternate is available (See IS-BAO 6.2.4b) 	Accepted
8.2 Protocols, Section 6.2.5 A	New fuel requirements need to be integrated IAW with PANS OPS updates. Oil references delete intentionally with anticipation of upcoming changes to ICAO Annexes.	<p>Change to read, "Does the operator have policies and procedures to ensure that in-flight fuel checks are performed? Do they include:</p> <ul style="list-style-type: none"> a. Minimum fuel reserves defined, to include flights with a destination alternate? b. <i>One final reserve fuel value for each aeroplane type figured and published? (Recommended Practice)</i> c. The PIC continually ensuring that the amount of usable fuel remaining on board is not less than the fuel required to proceed to an aerodrome where a safe landing can be made with the planned final reserve fuel remaining upon landing? d. Guidance for declaring MINIMUM FUEL? e. Guidance for declaring a fuel emergency? <p>(See IS-BAO 6.2.5A for details)</p>	Accepted
8.2 Protocols, Section 6.2.5 H	Add specific helicopter requirements as indicated in the IS-BAO. However, the standard covers at least one full page of specifics so this is too large for the protocol.	<p>Add 6.2.5.H, "Does the operator have a procedure to ensure that a helicopter carries sufficient fuel and oil to safely complete the flight and land with adequate reserves? (See IS-BAO 6.2.5.H for more detail)</p>	Accepted
8.2 Protocols, Section 6.2.6	Because the protocols have expanded regarding fuel requirements, oxygen supply requirements should have their own protocol to represent IS-BAO standard 6.2.6	<p>Add 6.2.6, "Does the operator have procedures to ensure a sufficient quantity of stored breathing oxygen is carried to supply all crew members and passengers?" (NOTE: Refer to Standard).</p>	Accepted

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8.2 Protocols, Section 6.2.7	Extended range terminology has changed in the ICAO Annexes and is now call Extended Diversion Time Operations (EDTO), which also has a different definition, i.e. any operations when an en-route alternate is greater than 60 minutes flying time from planned route.	Change to read: <i>“Has the operator developed operational and maintenance procedures for extended diversion time operations (EDTO)? EDTO are described in ICAO Annex 6 Part 1, Section 4.7 and apply to operations conducted beyond 60 minutes from a point on a route to an en-route alternate aerodrome. (Recommended Practice for turbine powered multi-engine airplane operators).”</i>	Accepted with the exception of deleting wording as decided on IS-BAO 6.2.7.
8.2 Protocols, Section 6.4.6	IS-BAO does not mandate a policy, yet protocol does.	Modify to read: Does the operator ensure crews adhere to the minimum safe altitude while in transition or on approach?	Accepted
8.2 Protocols, Section 6.8.1	Grammar: The “a” following “Is there” should be removed.	Delete the “a”: “Is there documentary proof from the State of Registry attesting noise certification of the aircraft, carried on board the aircraft when such a document has been issued?”	Accepted
8.2 Protocols, Section 6.9	The requirements for the aircraft to be maintained IAW the C of A and Mx program are in chapter 9. To have them in Chapter 6 is redundant.	Change to read: “Does the operator have procedures to ensure that aircraft are operated in accordance with their C of A?”	Do not change.
8.2 Protocols, Sections 6.10.1, 6.10.2, 6.10.3	Inadequate information in the protocols for the auditor to assess oxygen use requirements for sections 6.10.1, 6.10.2, and 6.10.3	Modify to read: “6.10.1. Does the operator have a procedures to ensure that when an aircraft is operated at cabin-pressure-altitudes above 10,000 ft. (700 hPa) but not exceeding 13,000 ft. (620 hPa) each crew member shall wear an oxygen mask and use supplemental oxygen for any part of the flight at those cabin pressure altitudes that is more than 30 minutes in duration. 6.10.2 Where an aircraft is operated at cabin-pressure-altitudes above 13,000 ft. (620 hPa) does each person on board the aircraft wear an oxygen mask and use supplemental oxygen for the duration of the flight at those altitudes. 6.10.3 Does the pilot at the flight controls of an aircraft use an oxygen mask if the aircraft is not equipped with quick-donning oxygen masks, and it is operated at or above FL 250.”	Accepted
8.2 Protocols; Sections 6.11.1, 6.11.2, 6.11.3, 6.11.4	There is insufficient information in the protocols for sections 6.11.1 thru 6.11.4 for the auditor to assess these items.	Modify to read: “6.11.1 Does the operator have procedures as applicable for the type of operation, to ensure that passenger safety	Accepted. Ensure safety belts or shoulder harness is modified as

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		<p>briefings are given for normal operations?</p> <p>6.11.2 Are there procedures to modify briefings as appropriate for frequent passengers or mission needs?</p> <p>6.11.3 Are there procedures to provide individual briefings for special circumstances, i.e. passenger limitations.</p> <p>6.11.4 Are there procedures to ensure that, in the event of an emergency, where circumstances permit, all passengers are given an emergency briefing covering the following items:</p> <ul style="list-style-type: none"> a. safety belts or safety harnesses; b. seat backs, seats and tables; c. carry-on baggage; d. passenger safety briefing cards; e. brace position (when to assume, how long to remain) and considerations for side facing seats; f. evacuation procedures; g. if applicable, life preservers; flotation devices and life rafts; and h. if applicable, evacuation procedures for an occupant of a child restraint system. “ 	<p>decided for IS-BAO.</p>
<p>8.2 Protocols; Section 6.13.1 MODIFIED</p>	<p>Insufficient information and clarification needed to make sure the auditor considers Ops and Mx. Item d. was omitted and needs to be added.</p>	<p><u>Change to read,</u></p> <p>“Does the operator have a fatigue management programme that ensures that all personnel (including maintenance, pilots, cabin crew, other crew) involved in the operation do not carry out their duties when they are fatigued and that includes:</p> <ul style="list-style-type: none"> a. fatigue management guiding principles, b. appropriate training and education regarding preventive and operational fatigue countermeasures; and c. flight and duty time limitations? d. an evaluation process that assess the effectiveness of the fatigue management system.” 	<p>Accepted</p>
<p>8.2 Protocols; Sections 6.15.1, 6.15.2, 6.15.3</p>	<p>Insufficient information in protocols for auditor to make an assessment. Clarification needed to describe the difference</p>	<p><u>Modify to read:</u> “6.15 Does the operator have procedures for:</p>	<p>Accepted</p>

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	between items 6.15.1, 6.15.2, and 6.15.3.	6.15.1 Flight crewmembers? 6.15.2 Cabin crewmembers? 6.15.3 Passengers? (See IS-BAO for complete details)”	
8.2 Protocols; Section 6.17	Repeat phrase should be deleted. Protocol should be re-worded for clarity.	<u>Modify to read:</u> “Does the operator have procedures to ensure that flight crew members of: a. large or turbojet aeroplanes on the flight deck are required to communicate through boom microphones or headsets with boom microphones below the transition level/altitude, b. helicopters use headsets with boom microphones to communicate at all times?”	Accepted
8.2 Protocols, Section 6.18	Protocol needed to reflect new recommended practice.	<u>Add:</u> 6.18 Maintenance Check Flights “ <i>Does the operator have a training program and procedures to ensure the flight crew and maintenance personnel are properly trained to conduct maintenance check flights?</i> ”	Accepted
8.2 Protocol, Section 7.4.d	Information needs to be added to reflect correction to 2013 IS-BAO	<u>Add the following after item c.</u> e. continuing RVSM height monitoring requirements have been met?	Accepted
8.2 Protocols; Sections 8.2A, 8.2H	Insufficient information in protocol, yet IS-BAO standard is too lengthy to add to protocol.	<u>Add NOTE:</u> “See IS-BAO for complete details.”	Accepted
8.2 Protocols; 8.10.A	Insufficient information.	<u>Modify to read:</u> 8.10.1 Are the operator’s aeroplanes equipped with ELTs except as provided in 8.10.2, with at least one ELT of any type. 8.10.2 Are all aeroplanes for which the individual Certificate of Airworthiness was first issued after 1 July 2008 shall be equipped with at least one automatic ELT. <i>8.10.3 It is recommended that all aircraft carry an automatic ELT. (Recommended practice)</i> 8.10.4 Are ELTs carried to satisfy the requirements of 8.10.1 and 8.10.2 capable of operation on both 406 MHz and 121.5 MHz simultaneously in accordance with the relevant provisions of Annex 10, Volume III?	Accepted
8.2 Protocols, 8.10 H	Insufficient Information	<u>Modify to read.</u> 8.10.1 Are the operator’s helicopters equipped with at	Accepted

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		least one automatic ELT; and 8.10.2 Are all helicopters operating over water in accordance with 8.6.1 a. or b. equipped with at least one ELT(S) in a raft or life jacket. 8.10.3 Are ELTs carried to satisfy the requirements of 8.10.1 and 8.10.2 capable of operation on both 406 MHz and 121.5 MHz simultaneously in accordance with the relevant provisions of Annex 10, Volume III?	
8.2 Protocols, Section 8.11.A	Insufficient information.	<p><u>Modify to read.</u></p> <p>8.11.1 Are the operator's aeroplanes with a maximum certificated take-off mass in excess of 5 700 kg or authorized to carry more than nine passengers equipped with a ground proximity warning system which has a forward-looking terrain avoidance function.</p> <p>8.11.2 Does the ground proximity warning system provide automatic timely and distinctive warning to the flight crew when the aeroplane is in potentially hazardous proximity to the earth's surface.</p> <p>8.11.3 Does the ground proximity warning system provide, as a minimum, warnings of at least the following circumstances:</p> <ul style="list-style-type: none"> a. excessive descent rate; b. excessive altitude loss after take-off or go-around; and c. unsafe terrain clearance <p>8.11.4 – no change</p>	Accepted
8.2 Protocols; Section 8.11.H	Insufficient Information for item 8.11.1a	<p><u>Modify 8.11.1.a to read,</u></p> <p>For helicopters that are equipped with a GPWS, does the</p>	Accepted

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		GPWS provide: i. automatic, timely and distinctive warning to the flight crew when the aircraft is in potentially hazardous proximity to the earth's surface, and ii. as a minimum, warnings of at least the following circumstances: A. excessive descent rate, B. excessive altitude loss after take-off or go-around, and C. unsafe terrain clearance?	
8.2 Protocols; Section 8.12.1	Insufficient Information for the auditor to assess the item	Add , "NOTE: See IS-BAO for complete details."	Accepted
8.2 Protocols; Section 8.12.2, 8.12.3	Numbering for recommended practice 8.12.3 not listed - needs to be added.	Add numbering for 8.12.3 and a note after the protocol that applies to 8.12.1, 8.12.2, and 8.12.3: <i>"NOTE: For operations in some airspace it is mandatory that aircraft be equipped with ACAS II"</i>	Accepted
8.2 Protocols; Section 8.13 (Aeroplanes)	Incomplete title. Insufficient information for aeroplanes. Helicopter information is okay.	Change title to read: "Transponder and Altitude Reporting System" Change the protocols to read, 8.13.1A Are all turbojet aeroplanes with a maximum take-off mass over 5 700kg equipped with a pressure altitude reporting transponder? 8.13.2A Are all Non-turbojet engine aeroplanes with a maximum take-off mass of less than 5 700kg operating as VFR flights shall be equipped with a pressure-altitude reporting transponder, unless exempted by the appropriate civil aviation authorities.	Accepted Ensure IS-BAO and Protocol reflect ICAO Annex 6 Part 2.
8.2 Protocols; Section 8.14A and 8.14H	Insufficient information for the auditor to assess items. However, if all info from the IS-BAO were included into this protocol, 8.14A would require 1 whole page.	Add , "Note: See IS-BAO for complete details."	Accepted
8.2 Protocols; Section 8.14.8	Change from a recommended practice to a standard as reflected in the change to the IS-BAO	Change italics font to regular and delete (Recommended Practice)	Accepted
8.2 Protocols; Section 9.1.4 k, l, m MODIFIED	Clarification needed for k., l., and m.	Change 9.1.4 k, l, and m as follows: k. the identification of any person eligible to apply for a	Accepted

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		<p>Special Flight Permit or Special Flight Authorization in respect of the operator's aircraft;</p> <p>l. procedures for a tool or test equipment control programme</p> <p>m. description of the fatigue management program as required by Section 6.13.</p> <p>Note: Maintenance Fatigue Management is also addressed in IS-BAO Section 6.13.</p>	
8.2 Protocols; Section 9.1.6	Change term "reporting" to "recording" to reflect change to IS-BAO	Modify to read: "In the part of its manual that describes its maintenance control system, does the operator include defect recording and rectification control procedures for:"	Accepted
8.2 Protocols; Section 9.1.9	Change to reflect change to IS-BAO which removes the term "log cards"	Modify to read: a. current status of compliance with applicable mandatory continuing airworthiness information, including life limited components.	Accepted
8.2 Protocols; Section 9.1.11	The protocol for 9.1.11 does not require HF principles integration, although the IS-BAO does.	Modify protocol 9.1.11 to read, "If the operator maintains turbojet or large aircraft or any aircraft engaged in commercial air transport or aerial work: - Is the maintenance programme authorized by the State of Registry? - Does it observe Human Factors principles according to the State of Registry's guidance material? - Does it contain: [list a thru e]"	Accepted
8.2 Protocols; Section 9.1.11	Proto 9.1.11, the word "of" in "...in commercial air transport of aerial work..." should be "or" per the standard	Correct as indicated	Accepted
8.2 Protocols; Section 10.2.j.	The term "flight and duty time limitations" appears to be more focused on flight crew, whereas the standard addresses both operations and maintenance personnel in their fatigue management system.	Change 10.2.j. to read, "fatigue management system for both operations and maintenance personnel"	Accepted
8.2 Protocols; Section 11.5	Make a standard versus a recommended practice to reflect change to IS-BAO	Remove italics and "(Recommended Practice)" from protocol	Accepted
8.4 Page 82	The note at the bottom of the page references Appendix 4, when it should be Appendix D.	Correct to Appendix D	Accepted
Appendix D	Integrate Policy Letter 2010-5	After opening ¶ insert, "Detailed procedures and considerations for management company audits may be found at http://www.ibac.org/is_bao/is-bao-audit-program	Accepted