



# IS-BAH UPDATE

The International Standard for Business Aircraft Handling

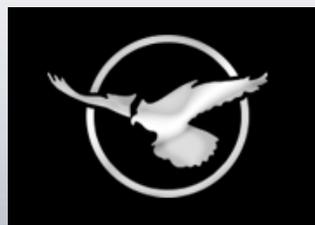
October 2015

## *Registration Latest*

Since the July issue the IS-BAH continues to gather momentum, with further registrations.

- ◆ Aviation Affaires, Aeroport Avignon Provence, France
  - ◆ MJets, Bangkok, Thailand
- ◆ Inflight—The Jet Centre, London Stansted Airport, UK
  - ◆ Sun Jet Center, Vero Beach, FL, USA
  - ◆ TAG Aviation, Farnborough, UK

Congratulations to all the above teams for their achievements in leading the industry.



*It's about ensuring everyone goes home safe at the end of the day.*

# Ramp Resource Management (RRM)

In each of our Newsletters we want to highlight one aspect of becoming IS-BAH certified. This month we have chosen Ramp Resource Management or RRM training which is a Team related training designed to make effective use of all available resources – people, equipment and information – to optimise personal and ground safety, and the efficiency of the aircraft turnaround.

Although its foundations stem from Crew Resource Management (CRM) which was first used in the late 1970s, RRM extends the CRM principles to the ground handling environment and these principles provide the contents for the RRM Team training syllabus developed by the European Commercial Aviation Safety Team (ECAST) Ground Safety Working Group (GSWG). Whereas CRM training mostly addresses teams of 2 or 3 members, RRM Team training also addresses larger teams, similar as Team Resource Management (TRM) training provided to air traffic controllers in the Air Traffic Management domain.

The RRM Team training syllabus aims to provide best practices in conducting team-related training to improve safety, communication, effectiveness and efficiency in aircraft ground handling. It has been developed for airports and Ground Service Providers (GSP), primarily to be used in training for ramp personnel involved in aircraft handling, including supervisors.

The target group for RRM Team training is ramp personnel, consisting of permanent and temporary employees, supervisors and team leaders. After a first phase of training, this target group may be extended e.g. dispatchers and managers.

## Purpose

The purpose of RRM Team training is to:

Decrease the number of incidents of aircraft/equipment damage and personal injuries;

Increase awareness and recognition of human factors and their effect on the aircraft turnaround;

Improve safety barriers against human error;

Decrease operational disruptions;

Increase efficiency;

Increase individuals' awareness of being part of a larger and more efficient team.

The ultimate goal of RRM is to prevent accidents through reduction of errors during the aircraft turnaround process and management of the effects of errors that still occur.

Full details on Ramp Resource Management can be found in the IS-BAH Manual Implementation Guide section 5.2 or contact your local IBAC handling standards representative if you have any questions or comments.

Thanks to Steve Gulvin of EVS Aviation

## Planned Workshops 2015/16

### Will include:

Atlanta, GA (Oct)

Hong Kong (Nov)

Dubai (Nov)

Fort Lauderdale (Jan)

White Plains (Jun)

Chicago (Jul)

### To be confirmed

Paris

Toluca

Calgary

Tokyo

Cannes

*We are looking for more so if you have suggested locations please let us know !!*

## IS-BAH Event update:

EBAA International Standards Programme (ISP) Seminar - Milano, 24 September

ISPs (IS-BAO and IS-BAH) are codes of best practice that were developed by the industry, for the industry. The benefits that these two standards bring to the industry and to the individual registered companies are such that more than 2,000 operators have decided to avail themselves of the former, whilst the latter, despite a late launch in 2014, has already been purchased by 120 FBOs and groundhandlers. Find out what benefits both standards, separately or together, can bring to your company.

NetJets FBO Forum, Lisbon, Portugal 01st October

CEPA EXPO & EBAA Regional Forum 2015 – Prague, 15 October

Industry Standards. Turning Soft Into Hard Law?

- IS-BAO, IS-BAH, and then...?

Corporate Aviation Safety Executive, Safety Forum 16th October, London

NBAA BACE (November 2015) Tuesday 17th November

“Introducing International Standard for Business Aircraft Handling (IS-BAH)” 1030-1200

Location: Las Vegas Convention Center, Room N245/247 (#1)

This panel session introduces the International Standard for Business Aircraft Handling (IS-BAH) which provides a global system of best practices for ground handlers and operators in support of business aviation. At its core, IS-BAH is designed to not only meet upcoming requirements established by the International Civil Aviation Organization (ICAO) but delves further into establishing a robust safety management system (SMS) while incorporating NATA's Safety 1st Ground Audit Program.

2015 NBAA National Safety Forum Thursday 19th November

0930-1500

Location: Las Vegas Convention Center, Room N250

EBAA Annual Safety Conference on 23 and 24 November 2015 in Copenhagen, Denmark.

## Fletch's Requests

This section will highlight requests from the Audit Manager, Larry Fletcher in making the audit review teams process more effective.

Following the latest batch of audit reports it has been noticed that there have been some variations of the names being used to describe the FBO/BAHA being audited.

It would be helpful for the audit review process if only one name was used when describing the audit in all communications, including the audit report and email headers. This is particularly important for those who are part of a larger chain of group and those who are located on airports with multiple FBO/BAHAs

So we are able to clearly determine which company and location is being audited please use the FBO / BAHA name and the ICAO designator.

For example—myFBO / KAXX

Thank you....



## Contact Us

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Further details can be found on the IBAC website:

[http://www.ibac.org/is\\_bah](http://www.ibac.org/is_bah)

