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DECEMBER 2019

Attention All Auditors/Organizations:

We sometimes have a difficult time determining the local SMS Manager who is responsible for their SMS programme when conducting audits. Please ensure the “SMS Manager” locally is identified on the Protocols and Audit Report forms to avoid any confusion. If the person is titled differently, please identify them as the (SMS Manager) in parentheses.

Please also be aware that for large GHSP groups, not all “areas” are equal for this global programme and as such, your “Area Managers” may not necessarily automatically qualify for Fundamentals attendance requirement in accordance with IS-BAH 2.7.1 Standard. We will deal with each situation on a case by case basis, so please contact us if you feel you may be in this position to avoid any issues during the planned audit notification process.

The 2019/20 IS-BAH Standard

Your 2019/20 IS-BAH Manual suite is now available for download from the IS-BAH website to all eligible organizations. Please remember all assessments from 01st January 2020 are required to be assessed against the 2019/2020 IS-BAH.

Your continued feedback and suggestions for improvements ahead of the next Standards Board in May 2020 is critical to ensuring the IS-BAH remains at the forefront of global ground handling best practices.



Your IS-BAH Standards Board for

2019/20

Back row L to R Lou Sorrentino, Joseph Azzaz (Chair), Bob Schick, Terry Yeomans, Allison Markey (Vice Chair), Stuart Ochs,

Larry Fletcher.

Front Row L to R BJ Goodheart, Mike France, Kyle Quinn, Stewart MacPherson, Jennifer Bartenstein, Alain Champannois, Paula Kraft, Chris Barrow, Marc Pieters, Leah Lenardic, Phil Bartle (observing), Ben Walsh

The 2019-20 IS-BAH™ document suite is now available!

For access contact [Terry Yeomans](#), or [Larry Fletcher](#) **by email**.



ICAO / EASA Regulatory Update

The ICAO Ground Handling Task Force (GHTF) working document (ICAO Document 10121) has now been published by ICAO, aimed at States, aerodromes, operators and GHSPs themselves. Work has now started on the next step with the ICAO GHTF and the IBAC team remains fully committed to this valuable workstream, ensuring the business and general aviation sector has a voice in rulemaking efforts.

IBAC continues to engage with ICAO States and the regulatory authorities through its 14-member associations. Work continues with EASA with the next big task being the planned inclusion of ground handling service providers into the EC Basic Regulation for which the [ToR for RMT.0728](#) have recently been published.

The objective of this Rulemaking Task is to maintain a high level of safety, ensure a level playing field, and, support the free movement of persons and services in the EU. This objective will be met by establishing a regulatory framework for the provision of GH services but also identifying the necessary safety promotion actions and research activities to support implementation.

In addition, this rulemaking task (RMT) will incorporate RMT.0705 - Addition of a new requirement for the handling of dangerous goods at aerodromes - to establish requirements for the aerodrome operators for developing methods for the delivery, storage, dispensing, and handling of dangerous goods at the aerodrome, which has been discontinued as a standalone RMT and is considered relevant to this task.

Stage 1 – What Next?

By achieving IS-BAH Stage 1, you have shown that you have successfully implemented a sound and appropriate foundation structure for the effective management of safety at your FBO. Your journey out of the SWAMP (safety without management practices) to a world class safety culture includes long term planning and commitment. So what's next? [READ MORE](#)

IS-BAH Standards Board Promotions Reporting Pathways Within Your Operations

By Faisal Nizamuddin – Jetex Flight Support Dubai

Communication. Having clear communication within your organization is of course important but having easy pathways for your team to report any thing should be vital.

The teams at the airside might not have the time to write out an email or some may not want to openly report, due to having their name all over it.

Every employee gets a good feeling when their company gives them opportunities to participate directly in decisions or make suggestions they know will be considered. Sometimes this even gets them motivated to work even harder for the company, even a sense of pride when their suggestions / notes help drive a change. But it could also be the other direction, when suggestions repeatedly get ignored or rarely receive feedback on what they spoke/wrote out. This could result in staff losing motivation and at times become resentful. [READ MORE](#)

Note to our Operators and Auditors: Please share your ideas for future articles with The IS-BAH Standards Board Promotions Committee via Lou@Avmassi.com.



Understanding Compliance Monitoring and Its Benefits

Lou Sorrentino – CEO AvMaSSI, IS-BAH Standards Board, Promotions Sub-Committee.

The essence of the phrase ‘*Compliance Monitoring*’ suggests that organizations actively identify those regulations by which they are bound to comply with. The use of the word ‘*standards*’ initially suggests regulatory standards but has been expanded within IBAC parlance to include voluntary standards such as IS-BAO and BAH. [READ MORE](#)

Reporting email now live:

Data is starting to come through the isbahreport@ibac.org email. Thank you to those organizations and individuals who have taken that major leap of faith to trust us with the data and enhance our collective understanding of operational shortfalls so future accidents can be prevented and hopefully, through everyone’s collective efforts, eliminated.

As a reminder IBAC has set up a discrete email address for anyone to send sanitized incident/event and near miss information, so we can understand what occurred and provide de-identified recommendations and solutions back to the IS-BAH community, helping us all get better. You can even ask questions and we will help get the answers back to you. You can trust our commitment to confidentiality!

Congratulations

Stage 1 entrants since July 2019:

Astin Aviation

College Station / CLL KCLL CLL

Aviasur - Servicios Aéreos y Terrestres

Santiago, Chile SCEL SCL

Banyan Air

Fort Lauderdale / FXE KFXE FXE

Bombardier XSP

Singapore / XSP WSSL XSP

Capital Jet

Beijing ZBAA PEK

Corporate Air Service Delta Aero Taxi

Pisa LIRP PSA

Delta Aerotaxi Corporate Air Service

Florence LIRQ FLR

Duncan Aviation

Battle Creek KBTL BTL
Kalamazoo KAZO AZO

Frankfurt Aviation Services

Frankfurt, Germany EDDF FRA

Grafair Jet Center

Stockholm ESSA ARN

Stockholm ESSB BMA

Mapiex International

Panama Pacifico MPPA BLB

PrivatPort / Swissport

Geneva / GVA GVA LSGG

Royal Jet FBO

Abu Dhabi OMAA AUH

Saudi Aramco

Damman King Fahad Int'l OEDF DMM

Ras Tanura OERT

Tanajib OETN

Duba/AI Wajh OEWJ EJH

Haradh OEHR

Hawtah OEHW

Khurais OEKN

Pump station 3 OEPC

Pump station 6 OEPF

Pump station 10 OEPJ

Shaybah OESB

Saudi Private Aviation

Jeddah / JED OEJN JED

Sky Prime Aviation

Riyadh / RUH OERK RUH

Sobeys

Trenton Nova Scotia CYTN YTN

United Aviation Services

Madrid LEMD MAD

Valencia LEVC VLC

Barcelona LEBL BCN

Ibiza LEIB IBZ

XJet EGSS

London Stansted EGSS STN

Z-Aviation Services

Cairo HECA CAI

Since inception of the programme in 2014, there have now been 209 locations who have successfully implemented, through to registration, IS-BAH at Stage 1. Today, of those 209, 82 have reached Stage 2 and 2 have reached Stage 3. A big thank you to all who have made the programme THE International Standard for Business Aviation Ground Handling Service Providers.

Current list of IS-BAH locations can be found at:

<https://www.ibac.org/isbahoperatorinfo/>

[View Latest Incident Data Intel](#)

[HERE](#)

IS-BAH™ Workshops:

Current planned workshops can be found [HERE](#)



Don't Forget The IS-BAO/H LinkedIn Forum

This is a forum where operators, auditors, or those just curious about either International Standard to interact with peers, ask questions, and learn about important IS-BAO and/or IS-BAH events and news.

Currently in the region of 660 members!!! Thank you...

You can locate the forum [HERE](#).

Where do I go for help?

www.ibac.org/is_bah

Are we making a difference?

Currently 149 IS-BAH registered locations globally think it's worthwhile.

"The IS-BAH registration audit process has helped us set even higher standards and confirms our commitment to provide the safest possible operating environment."

"When selecting a handling provider, the ISBAH certification it is absolutely recommended! "

"This market-leading and standardised measure for handlers, FBOs and operators worldwide is a programme we strongly believe in and one we will be implementing in all our FBOs."

How do we spread the word?

To start, begin to recommend better ways of doing what you already do.

Believe in the change and speak up. Think of change not as a destination, but as a carefully designed process. Driving that process is a professional capability made up of important knowledge and skills that can and must be learned. By developing a deeper understanding of why change is difficult, how change initiatives go off track, and how to mitigate the risks, you can become a successful change agent—someone who can transform promising ideas into concrete, positive results.



Download The Brochure [HERE](#)

IS-BAH™ CONTACTS

Your 2019 /20 IS-BAH™ Standards Board Members

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Vice Chair

Allison Markey

Chris Barrow
Jennifer Bartenstein
Alain Champannois
Gary Dietz
BJ Goodheart
Paula Kraft
Leah Lenardic
Stewart MacPherson
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Thank you all for your participation.

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