IS-BAO
International Standard for Business Aircraft Operations
The Ready-made Solution for Improving Helo Safety

Brian Humphries CBE
President European Business Aviation Association
Progressing IS-BAO in conjunction with the British Helicopter Association
“No one has yet invented a new way to crash helicopters.”

Matt Zuccaro President HAI

“Unless Helo safety improves, rotorcraft travel…. will be shunned whenever there is an alternative.”

Flight International Oct 2009

“The biggest challenge remains to convince the public that helicopters are safe.”

Flight International Sep 2013
HELICOPTER SAFETY –THE HARD FACTS

- Although there have been significant Safety Improvements in the North Sea over the past 20 years, the last 4 years have been very disappointing:
  - 5 accidents since 2009
    - 2 of them with fatalities
- HEMS and non-commercial operations worse
  - 90% of helicopter accidents involve helicopters under 7000 lbs
  - 66% of accidents occur in non-commercial operations
- We know how to improve helicopter safety…
  - Systems and Equipment fit, including Secondary Safety
  - Excellent training
  - Safety Culture and Safety Management Systems delivering best practice
- …But we are not doing it globally and overall Helo accident rates are not improving

Something has to be done
THERE IS A READY-MADE SOLUTION – WHY RE-INVENT THE WHEEL?

- The International Standard for Business Aircraft Operations (IS-BAO) developed and administered by the International Business Aviation Council is:
  - Designed for large and small operators alike
    - Flexible to meet user needs
  - Suitable for both commercial and non-commercial operations
  - Now tailored to meet the needs of helicopter operators
  - A professional safety code of industry best practice
  - Proven: Affordable: Effective
  - Implementation support available

- Already recognised as a European Standard under CEN
  - A single independent audit registers an operator to these standards (or not!) for every customer
WHAT IS IBAC?

- International non-government, non-profit council representing 15 Business Aviation Associations around the world
- Constituency is business, corporate, and on-demand charter operators
- Conducts safety studies/provides statistics
- Represents business aviation at ICAO
- Manages the IS-BAO Program
WHAT IS THE IS-BAO STANDARD - 1?

- Professional code of practice
- World-wide industry standard
- Developed by the industry for the industry
- Includes tools for risk analysis
- Fits all sizes & missions
- Founded on a Safety Management System (SMS)
- Integrates standards and recommended best practices
WHAT IS THE IS-BAO STANDARD - 2?

- A set of performance-based standards using SMS as a cornerstone
- Contains extensive guidance material to assist operators implement the standard and meet regulatory requirements
- A living document managed by an IS-BAO management committee and standards board
  - Subject to annual review and update revision
- Recognised as a European Standard by the European Committee for Standardisation (CEN)
WHAT IS THE IS-BAO STANDARD – 3?

- Based on —
  - ICAO Standards and Recommended Practices
  - Industry best practices
  - National regulations and guidance
  - ISO 9000 principles tailored for aviation

- Increasingly accepted by Governments and Officials as an acceptable means of regulatory compliance
COMPONENTS OF A SMS (ICAO AND IS-BAO)

- Safety Policy and Objectives
- Safety Risk Management
  - Hazard Identification
  - Safety risk assessment and mitigation
- Safety Assurance
- Safety Promotion
SMS LINKS TO COMPREHENSIVE STANDARDS

- Flexible Performance based standards—what you must do
  - How you meet the standard depends on size, complexity of the operation and identified risks

- Operator uses a risk profile and hazard/risk mitigations to develop appropriate and effective policies, programs, procedures and manuals

- Includes—
  - SMS
RECENTLY TAILORED TO HELICOPTER OPERATIONS

- Designed specifically to assist helicopter operators with the implementation of IS-BAO
- The core standard is unchanged
- Helicopter Operators will be eligible for a certificate of registration on successful completion of a conformity audit by a third party IBAC accredited auditor
  - Customers will only need to look at their specific issues instead of each completing a full audit
- IBAC, EBAA, HAI, EHA and BHA have supported its development and management

Why is the rotary wing take up so small?
RECOGNITION OF IS-BAO IN EASA/EHEST

- Recognised by EASA and some NAAs as an industry standard of best practice
  - Registration will be taken into account in risk based oversight
    “If an NCC operator declares itself to the CAA and evidences IS-BAO registration we can decide that we need take no further oversight action” - UK CAA Aug 2012,

- IS-BAO is more than just an “accreditation scheme”
  - It fully qualifies - and more - as an SMS toolkit
  - IS-BAO is *de facto* justified for the same analysis driven reasons that led to the IHST SMS toolkit

- IS-BAO has already demonstrated its safety effectiveness and standardisation benefits in the Business Aviation sector
HISTORY OF IS-BAO

- Rolled out in 2002 after 2 years of development/beta testing
- Initially a voluntary program but increasingly a means of regulatory compliance
- Registration encouraged even where no regulatory requirement
  - Requires an external audit by IBAC accredited auditor
  - 2 or 3 year registration period dependent on SMS maturity
- Over 1850 IS-BAO manuals sold
  - USD 950 (at cost) to association members/ USD 1400 to non-members
  - free annual revisions included
- Over 700 registered operators
  - Includes many Bermuda registered companies to date
    - Expect 65% + of 190 Bermuda registered aircraft will use IS-BAO as their means of regulatory compliance
    - IS-BAO also preferred means of compliance for Cayman Isles
- Over 100 auditors around the world/ accredited & monitored by IBAC
  - Many are helicopter specialists
IMPLEMENTING IS-BAO

- Obtain IS-BAO from Member Association
- Implement SMS and standards
  - Commitment from “the top”
  - Safety Risk Profile and Gap Analysis
  - Strategy
  - Technical amendments
  - Ongoing hazard identification and analysis/ mitigation
  - Change management
- Audit— internal and/or external audits/ registration audit
- Grow and mature SMS—Continuous evaluation process
  - 3 stages of SMS demonstrates powerful & visible commitment to enhanced safety
- Accreditation audits demonstrate compliance with the standard
IS-BAO BENEFITS

- Safety and security
- Teamwork
- Demonstrates that you meet internationally recognized best in class professional standards
  - No need for multiple audits
- Information sharing/standardization
- Corporate due diligence
- Meets NEW regulatory requirements (ICAO Standards)
  - Confidence of regulators and customers
- Insurance
OBTAINING REGISTRATION

- Negotiate directly with IBAC accredited auditor for registration audit
  - **3 Stages**: I, II, or III depending on maturity of SMS
  - Focus on SMS
- All audit reports reviewed
- Certificate(s) with logo issued
- CEO/customer letters if requested
- Certified true copy provided if needed for regulatory compliance
HOW USEFUL IS A SAFETY MANAGEMENT SYSTEM?

- Communication, planning and systems not enough
  - Must be translated into action and change to be effective

- If underwritten by Management Commitment, genuine Safety Culture and adopted into the management of a business, an SMS provides:
  - Proactive management of safety risks tailored to your operation
  - A systematic and comprehensive process
  - Links to all aspects of an operation
    - Not a stand alone system

- Preaching the value of SMS not enough
  - Must be linked to independent audit against defined operational standards
SAFETY MANAGEMENT SYSTEM - WHAT’S THE DANGER?

- For a company without such core values, seeking to do the bare minimums to meet regulatory compliance, an SMS may:
  - Generate false confidence in operator and customer by just “being there”
  - Gather dust on the shelf
IMPRESSIONIVE RESULTS:

- Woodhouse Report (see www.ibac.org) Studied 297 total and serious business aircraft accidents
- Conclusions:
  - IS-BAO would definitely have prevented more than one-third of accidents and probably more than half
- UK Study credits IS-BAO implementation as key factor in corporate safety
ATTRIBUTED TO DR. MALCOLM SPARROW

Things That Are Illegal

Things That Cause Harm
EVERYONE’S RISKS ARE DIFFERENT!
HAZARDS/RISK/MITIGATION
BOTTOM LINE

- IS-BAO really benefits all aspects of an operation
  - Builds a positive safety culture
  - Improves management
  - Enhances Safety, Security and Efficiency
    - Risks under control but prepared for the worst
  - Reduces Insurance costs
  - Eliminates Nugatory audit
SMALL OPERATOR EXPERIENCE:

“As an established but expanding business operating out of many locations, it is vital to ensure that our growth is built on a sound foundation of safety culture and best practice. The achievement of this standard demonstrates our company’s commitment to exceeding expectations in all areas of operation.”
APPLICATION TO HELICOPTERS

- All the IS-BAO fundamentals apply equally to helicopters as to fixed wing aircraft
  - Flexible system that can be adapted for use equally effectively by a 1 aircraft operation and a large fleet operator
  - All the infrastructure is in place for helicopter operators to enjoy
  - Not for profit product developed only to enhance safety
  - It’s a recognised and proven European Standard
    - One standard/One audit

- Why start again?
  - The integrated approach required to deliver our joint goals is waiting
CONCLUSION

- IS-BAO is just what our industry needs as a user friendly and effective tool to raise the helicopter safety bar as the Press urges and the IHST seeks.

- The scheme is well established, proven and international in outlook and offers a model, with clear accreditation stages as organisations evolve, for the helicopter industry to adopt.

- If widely applied just as in business aviation it will deliver a major proportion of our safety goals

- It will eliminate nugatory audits and demonstrate to customers commitment to highest standards of Safety

- Partnership not kingdoms
Why are we waiting?