

Reachout No. 24

Abu Dhabi, United Arab Emirates From 25 to 28 November 2007

Hosted by Etihad Airways

1. Introduction

1.1 Etihad Airways hosted the 24th ISASI Reachout Workshop on Aircraft Accident and Incident Investigation in Abu Dhabi, United Arab Emirates (UAE). The workshop was opened on 25 November 2007 by Captain Richard Hill, Vice President Flight Operations, Etihad Airways.

1.2 The workshop was held in one of the Hilton hotels in downtown Abu Dhabi. The Conference room was an excellent venue for the workshop. At the closing ceremony on Wednesday 28 November 2007, ISASI certificates were presented to 22 participants by the instructors.

2. Technical content of the workshop

2.1 The instructors for the aircraft accident and incident investigation subjects were Mr. Caj Frostell and Mr. Ron Schleede. Presentations were provided on the international requirements and obligations in ICAO Annex 13, planning and organization for a major investigation, the role of an airline in a major accident investigation, accident site procedures and management, wreckage recovery, field investigation, off-scene follow-up work, flight recorders, technical investigation, flight operations investigation, crashworthiness, human factors, witness interviewing, handling the news media, family assistance programs, what an investigator should know about SMS, writing the final report, identification of safety deficiencies, making safety recommendations, and several interactive case studies, including a Boeing 737 accident near Athens, Greece, a video of a Boeing 737 investigation in Panama, a Boeing 767 accident in Korea, a Boeing 747 accident in Taiwan, an incident involving hail damage, an incident to a DC-9 in Kosovo, and an Airbus A310 incident near Cuba.

3. Participants

3.1 There were 22 participants. Approximately half of the participants were from different departments within Etihad Airways (Captains involved in company safety management, Head of Corporate Security Services, professionals involved with Emergency Response Planning) as well as Etihad's maintenance contractor Abu Dhabi Aircraft Technologies (ADAT). An invitation to the workshop had also been extended to other airlines in the Middle East region. Safety managers from Air Arabia, Emirates, Gulf Air, Kuwait Airways, MEA Middle East Airlines, Oman Air, Qatar Airways, Royal Jordanian, Sudan Airways, and Syrian Airlines participated in the workshop.

3.2 With safety professionals from eleven airlines in the Middle East region participating, the workshop became a very interesting forum for exchanging experiences, different ways of implementing safety strategies, catering to emergency situations, and ideas for the future.

3.3 The management of Etihad Airways and the participants were very appreciative to ISASI for bringing the Reachout Workshop Programme to Abu Dhabi.

4. Participant hand-outs and materials

4.1 The instructors prepared the training material for presentations consisting of paper handouts, CD-ROM libraries of published manuals and booklets. Each participant received copies of documents and CD-ROMs with considerable background materials for future reference. In addition, ISASI membership forms and corporate membership forms were made available to the participants. Probably a workshop record as 18 of 22 participants applied for ISASI membership. Emirates and Qatar Airways were already ISASI corporate members, and several of the other airlines represented at the workshop are also considering ISASI corporate membership.

4.2 The arrangements at Etihad Airways and in Abu Dhabi were accomplished by Mr. Greg Janelle, Manager Emergency Response. He was assisted by Mr. Francis Cabel, Emergency Response Plan Facilities Manager. The outstanding assistance rendered to the instructors by Mr. Greg Janelle and Mr. Francis Cable was invaluable in all aspects.

5. Sponsorships

5.1 The instructors' travels and accommodation in Abu Dhabi were provided by Etihad Airways. Etihad accommodated the instructors on their most enjoyable direct flights between New York and Abu Dhabi. The workshop lunches were also provided by Etihad.



Workshop opening, Mr. Ron Schleede, Captain Richard Hill Vice President Flight Operations Etihad Airways, Mr. Caj Frostell, and Mr. Greg Janelle Manager Emergency Response Etihad Airways.



Workshop participants and instructors.