

Reachout No. 27

Manama, Kingdom of Bahrain From 25 to 29 May 2008

Hosted by Gulf Air

1. Introduction

1.1 Gulf Air hosted the 27th ISASI Reachout Workshop on Safety Management Systems and Aircraft Accident and Incident Investigation in Manama in the Kingdom of Bahrain. The five day workshop was opened on 25 May 2008 by Gulf Air Chief Executive Officer Mr. Björn Näf and Captain Paolo Fitze, Vice-President of Safety, Gulf Air.

1.2 "Gulf Air places safety as its first priority and is committed to carrying out its operations in line with the industry's best safety and quality practices," said Mr. Näf. "But to achieve these, it is important that safety practitioners and experts share their experiences and knowledge, discuss safety related issues, and educate each other so that we consistently maintain the highest safety standards" concluded Mr. Näf.

1.3 "Air safety is a huge and complex responsibility that covers the entire spectrum of airline operations including flight and ground operations, maintenance, safety management, flight training and standards. Therefore, continuous knowledge enhancement on aviation accident prevention and safety management systems is fundamental," added Gulf Air Vice-President Flight Safety Captain Paolo Fitze. "The workshop covers a wide range of topics on accident/incident investigation and safety management and I am sure participants will benefit significantly from the five day intensive and interactive sessions."

1.4 The workshop was held at the Gulf Hotel in the downtown area of Manama in Bahrain. The conference room was an excellent venue for the workshop. At the closing ceremony on Thursday 29 May 2008, ISASI certificates were presented to the participants by the three ISASI instructors and Captain Paolo Fitze, Gulf Air .

2. Technical content of the workshop

2.1 The workshop began with a half day Executive Management Introductory SMS Briefing presented to the Gulf Air senior management. It was attended by 26 (of 30) senior managers, including the CEO and the vice-presidents. The lead SMS instructor was Mr. Mike Dorion.

2.2 The workshop continued with a one and a half day SMS workshop for 31 participants.

2.3 The lead instructors for the three day aircraft accident and incident investigation workshop were Mr. Caj Frostell and Mr. Joe Jackson with Mr. Mike Dorion as assistant instructor. 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, field investigation, TSB-Canada procedures, crisis management (news media and family assistance), off-scene follow-up

work, flight operations investigation, crashworthiness, human factors, witness interviewing, 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, an incident involving hail damage, an incident to a DC-9 in Kosovo, and an Airbus A340 accident in Toronto, Canada.

3. Participants

3.1 There were 26 Gulf Air senior managers participating in the half day Executive Management Introductory SMS workshop. There were 31 participants for the 1.5 day SMS workshop. For the three days of accident and incident investigation, 26 participants continued and there were 7 new participants, for a total of 33 participants in the last three days of the workshop. A majority (28 of 38) of the participants were from different departments within Gulf Air. An invitation to the workshop had also been extended to the aviation authorities and other airlines in Bahrain and in the region. Safety managers from Bahrain Air, Bahrain Airport Services (2), Bahrain CAA (2), Bahrain Royal Flight (2), Royal Jet – Abu Dhabi, and Embraer Aviation Europe (2) participated in the workshop.

3.2 The workshop became a very interesting forum for exchanging experiences, different ways of implementing safety strategies, handling of emergency situations, and ideas for the future.

3.3 The management of Gulf Air and the participants were very appreciative to ISASI for bringing the Reachout Workshop Programme to Bahrain.

4. Participant hand-outs and materials

4.1 The instructors prepared master copies of their training material. Gulf Air arranged for reproduction of the presentations consisting of hardcopy participant handouts, and CD libraries of published manuals and booklets. Each participant received CDs with a considerable amount of background materials on industry best practices. In addition, ISASI membership forms and corporate membership forms were made available to the participants.

4.2 The arrangements at Gulf Air and in Bahrain were accomplished by Captain Paolo Fitze, Vice-President Safety. He was assisted by Ms. Pamela McNaughton and Ms. Faika Suleiman. The outstanding assistance rendered to the instructors by Ms. McNaughton and Ms. Suleiman was invaluable in all aspects.

5. Sponsorships

5.1 The travel of the three instructors and their accommodation in Bahrain was provided by Gulf Air. Gulf Air transported the instructors to/from Bahrain on their convenient, luxurious and most enjoyable flights from/to connecting points in Europe (London and Frankfurt). The workshop buffet lunches were also provided by Gulf Air.



Workshop opening, from the left: Captain Paolo Fitze, Vice-President Safety Gulf Air, ISASI instructors Mike Doiron and Caj Frostell, and Björn Näf, CEO Gulf Air.



The participants at the 27th ISASI Reachout Workshop in Bahrain.

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