

Reachout No. 35

Abu Dhabi, United Arab Emirates From 8 to 12 November 2009

Hosted by Etihad Airways

1. Introduction

1.1 Etihad Airways hosted the 35th ISASI Reachout Workshop on Incident Investigation and Human Factors in Abu Dhabi, United Arab Emirates (UAE). The workshop was opened on 8 November 2009 by Captain Paolo La Cava, Manager Flight Safety and Captain Adrian Aliyuddin, Manager Safety Assurance, both with Etihad Airways. On behalf of the ISASI President Frank DelGaudio, Caj Frostell (ISASI International Councillor) thanked Etihad Airways for hosting the workshop.

1.2 The workshop was held at the facilities of the Grand Continental Hotel in Abu Dhabi. The conference room was an excellent workshop venue with comfortable space for the tea breaks. Lunch was offered in the dining room of the hotel. At the closing ceremony on 12 November 2009, ISASI certificates were presented to 22 participants.

2. Technical content of the workshop

2.1 The instructor for the incident investigation subjects was Caj Frostell. Mike Doiron was the instructor for the SMS and Human Factors subjects. Presentations were provided on:

- International requirements for SMS and Airline Safety Programmes;
- Introduction to SMS and lessons learned;
- Developing the right safety culture;
- Human performance;
- Stress and fatigue;
- SHELL model;
- Non-punitive safety programmes;
- Incident reporting within an airline;
- In-house incident investigations;
- SMS hazard identification and risk management;
- Safety analysis;
- Automation: friend or foe;
- Threat and error management;
- Naturalistic decision making (accident prevention);
- Incident investigation case studies;
- Human factors analysis classification system;
- Weather related risks; and

- SMS action plan.

2.2 The programme included several interactive case studies and working group assignments.

3. Participants

3.1 Approximately 20 participants from Etihad Airways covered all operational areas, including pilots (involved in company safety management), maintenance and quality engineers, aviation security personnel, and cabin crew. An invitation to the workshop had also been extended to other operators in Abu Dhabi; there were two participants from Abu Dhabi Aviation.

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

4. Participant hand-outs and materials

4.1 The ISASI instructors prepared their training material comprising paper handouts and a CD with published manuals and booklets. Each participant received copies of the documents and a CD with considerable background materials for future reference. ISASI membership forms and corporate membership forms were made available to the participants.

4.2 The arrangements at Etihad Airways and in Abu Dhabi were accomplished by Captain Adrian Aliyuddin, Manager Safety Assurance. The outstanding assistance rendered to the instructors was invaluable in all aspects.

5. Sponsorships

5.1 Instructor travel and accommodation in Abu Dhabi was provided by Etihad Airways. Etihad accommodated the instructors on their direct flights between Toronto and Abu Dhabi.



Mike Doiron instructing at the 35th ISASI Reachout Workshop for Etihad Airways in Abu Dhabi, United Arab Emirates



Participants at the 35th ISASI Reachout Workshop in Abu Dhabi, United Arab Emirates