

InterPilot

2019 ISSUE NO. 2

THE SAFETY AND TECHNICAL JOURNAL OF IFALPA

WWW.IFALPA.ORG



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The International Federation of Air Line Pilots' Associations

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President's Message

Let's roll up our sleeves & get to work!



Captain Jack Netskar, President

The mission of IFALPA is to promote the highest level of aviation safety worldwide and to be the global advocate of the piloting profession; providing representation, services, and support to both our members and the aviation industry.

It is an honor and a privilege to be entrusted with the Presidency of our Federation. This position carries great responsibility and I am aware of the gravity of the work that is laid out in front of me. At the same time, this unique opportunity to influence the future of our profession is very exciting.

You may be curious how someone from a small Member Association with limited resources ended up in this position. It is rather uncommon that MAs of the size of NF (Norsk Flygerforbund, Norwegian ALPA), recruit and promote candidates for such positions.

My first experiences with the international pilot community were in the early 2000s, at IFALPA Conferences and Alliance meetings. This provided rare insight into the civil aviation world on an international scale.

Through this international network, my MA gained resources and knowledge that we would have otherwise not been able to access. For example, during challenging negotiations with our national carrier, we were able to call on financial analysts and experts in aviation law from ALPA-Inter-

"In my view, there is no competition or division, we all represent the same Federation."

national who provided us with invaluable advice. The negotiations were ultimately successful because of that assistance. It was through those experiences that I learned how imperative international cooperation is for our profession.

That's a bit of history, but what about the future?

My leadership philosophy is to create positive change and get results through decisive action. I view this election as a mandate to pursue this philosophy. However, these changes and results will not occur in a vacuum.

In order to be successful, we need strong teams with a clear understanding of their roles, and a holistic view of our industry. We need Standing Committees that collaborate and cooperate across subjects, a staff that involves and informs both internally and externally, and access to both human and financial resource.

We are in a situation with highly skilled Subject Matter Experts and volunteers in our Committees, Elected Officers with the highest levels of international expertise, a talented professional staff, and a revamped IT platform that is a meeting place for daily activities. Everything is in place to create results through good management of these values. We stand poised for excellence.

Throughout its long history, the Federation has often been divided between Industrial and Technical work. One is prioritized over the other at any given time and it can quickly become a TSS versus PGA atmosphere. In my view, there is no competition or division, we all represent the same Federation. Being two halves of the same whole, only a united front will move us into the future in the strongest way possible.

It is crucial to have broad support from the MAs in order to implement these changes and achieve results. One of the keys is to shorten the distance between IFALPA and the MAs, to continue to build bridges.

When a new president is elected, you will also have an outgoing President. I would like to take the opportunity to thank Captain Ron Abel for his eminent work and all the good conversations over the years. I will keep them in my pocket for future use. I wish you and your family the very best for the future and thank you for your many contributions.

With the help of strong teams, good global collaboration, and an honest and transparent environment, we will be able to change the Federation to reflect 2019 and handle present and future challenges.

Lets roll up our sleeves and get to work!

Captain Jack Netskar
IFALPA President

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News & Notes

IFALPA MEETINGS & EVENTS



At the initiative of Captain Hiroaki Tateno, President of ALPA Japan, IFALPA organized a University of Southern California (USC)-led **Incident Investigation and Analysis Course in Tokyo**, 4-8 February. The purpose of this course, which is a regular feature of IFALPA's Professional Development Program, is to train pilots in accident investigation techniques, familiarize them with the content of ICAO Annex 13, and increase the number of local IFALPA-Accredited Accident Investigators.

Thanks to the efforts of Captain Max Matsumoto of ALPA Japan, the course was very well attended and successfully completed by 36 pilots from four IFALPA Member Associations: Austria, Japan, Korea, and Singapore. It was run by three outstanding instructors from USC, Mr. Jeff Guzetti, Mr. Chris Nutter, and Mr Keith McGuire, whose vast experience with the NTSB, teaching skills, sense of humour, and personal touch made it both effective and entertaining.

Captain Tateno once again stressed ALPA Japan's ongoing support of IFALPA activities and welcomed this new generation of IFALPA-Accredited Accident Investigators. He encouraged them to consider their certificate as an important step in their engagement with IFALPA and their own Association, and increase their involvement in IFALPA's activities and initiatives in the field of flight safety and accident prevention.

There was unanimous recognition of ALPA Japan's organization skills and outstanding hospitality, which once again demonstrated the strong potential of Tokyo as a venue of choice for IFALPA meetings and training.

The same program, IFALPA's **Incident Investigation and Analysis Course** was offered in **Dar El Marsa, Tunisia**, 26-28 March, in cooperation with FTPL (Tunisian Air Line Pilots; Association), USC, and IFALPA. The program was very successful, with a record 39 participants.





Accident Investigation course, Tunisia



Accident Investigation Course, Tunisia

The **67th Executive Board Meeting** took place in **London** this March. The first main agenda items revolved around Conference and GPS, where agendas, schedules, Election Nominations, Awards and other logistics were finalized.

On the Administration, Membership, and Finance side, the board discussed the preliminary financial results of 2018, the Global Pilot Unity Fund, and other financial and administrative issues.



Executive Board Meeting, London

Standing Committee Reports were presented by several of IFALPA's Standing Committees, including AAP, AGE, ADO, ATS, DG, HEL, HUPER, and SEC, and an Executive Committee Reports were presented by the President, Deputy President, and EVPs AMF, TSS, and PGA.

The board reviewed and approved a number of publications including four Position Papers on the topics of: Non-Routine Operations, Fire Protection of Cargo Compartments, LOC-I and Aircraft Trim Systems, and Gender Neutral Language.



Executive Board Meeting, London



Executive Board Meeting, London

News & Notes

IFALPA MEETINGS & EVENTS

A delegation from IFALPA attended the **ICAO Air Transport Regulation Panel ATRP/15** in Montreal in April. Liberalization of Market Access, Foreign Investment in Airlines, Ownership and Control, and Assistance to Passengers in case of Airport/Airline Disruptions were amongst the main topics discussed during the three-day panel meeting.

The **ATS Committee Working Group Meeting** was held at the IFALPA Office in May in Montreal, with several new members attending for the first time. There were over fifty papers on the agenda covering the development of Position Papers and Briefing Leaflets as well as responses to ICAO State Letters, reports from ICAO Panels, and Regional meetings attended by members of the Committee.

Position papers on Commercial Space Operations, Reduced Runway Separation Minima at night, and Downlink of Pilot selected Levels were developed as well as a Briefing Leaflet on Airspace Classification.

Feedback on Data Link operational messages and depiction of various Meteorology elements on SIGWX charts were also provided to the relevant representatives. The group will continue to work on the development of a position and policy on the use of Safety Nets such as Interval Management (IM) and CDTI Visual Separation.





ALPA Pilot Assistance Forum



L-R: FO Travis Ludwig, Captain Murray Munro, and FO John Taylor

Pilots from Canada, the United States and around the world met in Virginia in May to examine current and ongoing air line pilot health and wellness issues at the **ALPA Pilot Assistance Forum, Trained For Life**. The varied programming included workshops in Critical Incident Response Programs (CIRPs), Pilot Peer Support (PPS) training programs, and more.

Presentations on a variety of topics included Leadership in Pilot Assistance, current issues in air line pilot health and wellness, the latest on sleep science, cabin air quality, CIRP case studies, and much more.

Following the Forum Programming, ALPA held an awards reception at the National Air and Space Museum. IFALPA volunteer, Captain Murray Munro of Canada (see page 18), was awarded the Presidential Citation. ALPA’s Air Safety Organization’s Canadian Pilot Assistance Chair for 15 years, Captain Munro was instrumental in the development of IFALPA’s Pilot Assistance Manual. Munro has played a crucial role in the development of many pilot wellness programs and resources, both nationally, and on the international level.



IFALPA Delegation to ICAO ATRP/15

News & Notes



Commemorating IFALPA's 70th Anniversary, BALPA Honorary Vice-President, Lord Balfe hosted a dinner in a private room at the House of Lords at the Palace of Westminster for Executive Board Members and representatives from the Federation's Founding Member Associations. It was the perfect setting for the illustrious celebration.

IFALPA's 74th Conference in Berlin, April 2019, provided a rare photo opportunity. Six IFALPA Presidents at the Gala Dinner, from left, Captains: Ted Murphy, Ireland (1999-2003), Dennis Dolan, USA (2003-7), Carlos Limon, Mexico (2007-11), Don Wykoff, USA (2011-15), Martin Chalk, UK (2015-16), and Ron Abel, USA (2016-19).



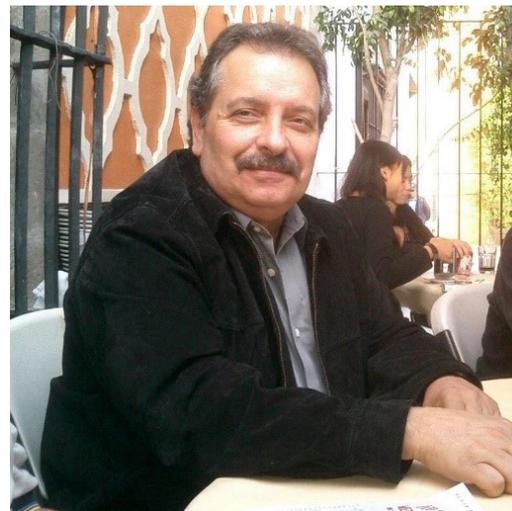
Students from the London Metropolitan University Aviation Management Program stopped by IFALPA Headquarters in Montreal this April on a tour of several of Montreal's aviation organisations, manufacturers, airlines, and regulators, including ICAO, IATA, ACI, Bombardier, and Air Canada. This group of Next Generation Aviation Professionals was engaged and motivated.

News & Notes

It is with great sadness that IFALPA learned of the passing, in April, of a long-standing IFALPA-Accredited Accident Investigator, Captain George de Cabral from Trinidad & Tobago ALPA (TTALPA).

The first time I met "Georgie", as he was affectionately called by those who knew him well, was in Mexico City in 2004. I was attending my first USC Accident Investigation Course kindly hosted by ASPA de Mexico. I was looking for a free seat in a room full of pilots, and a gentleman I had never met before waived at me, indicating there was space next to him. That was Georgie. After a few hours it was as if we had been friends for years, and we ended up spending all our evenings together that week, along with the only other three pilots who did not have Spanish as their mother tongue, Captain Fritz Alpers from Namibia, Captain Kamel Temzini from Tunisia, and Captain Low Tuck Loong from Malaysia. The five of us were inseparable.

Like many of our volunteers, Georgie was a lot more than a line pilot. He served on many TTALPA Councils and Committees, he was instrumental in starting Caribbean Alpa (CariAlpa), and of course he continued to act as the AAP Committee's primary contact in the Region as IFALPA-Accredited Accident Investigator. Georgie always put others first and was a tireless defender of the pilot profession. His extreme kindness, his professionalism, his sharp mind, and his unique sense of humour made him the kind of pilot everyone loved to fly with. We will miss him greatly.



In Fond Remembrance of Captain George de Cabral

By Captain Arnaud du Bédât
IFALPA Senior Technical Officer



IFALPA and the Institute of Air and Space Law at McGill University Announced a new Internship Program at a ceremony in March, where IFALPA President Captain Ron Abel, Managing Director Christoph Schewe, and IASL Director Dr. Brian Havel signed a Memorandum of Understanding, a commitment of cooperation and collaboration to further secure the future of the aviation profession.

IFALPA and McGill's IASL were delighted to announce this March that they have partnered to offer a pre-professional internship to current students and recent graduates of the program. The internship will offer candidates an opportunity to use their legal, business, and administrative knowledge, gain work experience, and grow their network in the areas of IFALPA's business and professional activities. At least one intern will be selected by IFALPA for a 3-month work term each academic year.

SAFETY RELEVANT LEADERSHIP FOR FLIGHT-DECK CREWS

Emotional Cockpit Control
Deepening Practice Orientated
Crew Resource Management

This program was offered
1-5 April, 2019 in the
Mountains of Tyrol, Austria.
All upcoming IFALPA
Professional Development
Programs will be posted at
www.ifalpa.org

Technical failures, challenging weather, medical problems of passengers or air crew members, and unruly passengers are just some of the incidents pilots are trained to deal with.

Crew Resource Management (CRM) is meant to teach flight-deck leaders how to react appropriately. This training goes one step further.

It is designed to understand **behaviour and emotions in extraordinary circumstances**. The seminar addresses scientific matters with regards to emotions and emotion control through interactive examples.

Pilots learn to understand their **subconscious behaviour** and consequently how to be able to take decisions in demanding situations based on the understanding of the **human factor**.

CRM tools are often hard to apply the moment you need them.

This practical training is focused on ...

- ... enhanced flight safety through credible leadership
- ... self- and situational awareness
- ... persuasiveness in crisis
- ... effective communication
- ... dealing with negative emotions such as aggression, fear, etc.
- ... efficient conflict resolution
- ... decision taking in complex situations
- ... teamwork and team leading
- ... case studies of cockpit interaction

News & Notes

The **Safety Relevant Leadership for Flight-Deck Crews** program was held in the mountains of Tyrol, Austria 1-5 April. The participants had a lot to say about the unique experience with instructor and course creator Dagmar Reuter:

"I've attended all sorts of CRM courses, but Dagmar offers a fresh angle on leadership and uses a variety of tools. You'll be pulled out of your comfort zone for your own benefit and personal growth." *Ingvar Tryggvason, Safety Committee Chairperson, Icelandic Airline Pilots Association (ÖFÍA)*

Maria Alguacil, Deputy Manager, Technical Department, SEPLA, told the story of how she put the course take-aways into practice:

"After taking the course, my first briefing to the crew was very different. I used to stand while they sat, and I would just give operational information about possible turbulence, etc. It was actually pretty boring.

This time, I sat in a chair at the same level as the crew. I started by asking, "How can we help to make your flight nicer?" They were looking at each other, not knowing what to say, nobody had ever asked them this before. One response was, "If you start by asking that question, I already know this is going to be a nice flight." It was a lot of fun to see their faces. Take a chance and get out of your comfort zone, you will make a great impression."

Karim Elloumi, President FTPL Tunisia, shared "I was curious about the content of this training and how to apply it to my day to day professional activities. I thought it was a standard course where everyone would show up, take some notes, and leave with a certificate.

In the course group, we came from several countries and regions...but we were able to link with our emotions related to our professional and association activities.

It is really something different and advanced for pilots/association leaders in terms of CRM.

It is difficult to describe - the outcome of the course is a change of behavior and a different perception when dealing with others. As a pilot, I strongly recommend this new training to any other pilot, as it is more practical CRM than the standard courses.

I look forward to seeing IFALPA offer more of this type of training. It also makes Member Association leaders into better leaders.

The feedback was excellent and IFALPA looks forward to an opportunity to offer the Professional Development program again in the near future.



25-27 June

Negotiations Seminar

Nairobi , Kenya

5-6 Sept

Dangerous Goods Committee Meeting

Montreal, Canada

5-7 June

Aircraft Design & Operation Committee Meeting

Bangkok, Thailand

11-12 Sept

Legal Committee Meeting

TBD, Israel

27-28 June

IFALPA EVP & RVP Training Program

Montreal, Canada

17-19 Sept

Africa & Middle East Regional Meeting

Addis Ababa, Ethiopia

5-6 Sept

Professional & Gov't Affairs Committee Meeting

London, United Kingdom

1-3 Oct

Helicopter Committee Meeting

Oslo, Norway



News & Notes

UPCOMING MEETINGS & EVENTS

15-17 Oct

**Security
Committee Meeting**

Dhaka, Bangladesh

23-24 Oct

**South America
Regional Meeting**

Santiago, Chile

29-30 Oct

**Caribbean & North America
Regional Meeting**

Montego Bay, Jamaica

4-7 Nov

**Asia & Pacific
Regional Meeting**

Dhaka, Bangladesh

12-14 Nov

**Accident Analysis & Prevention
Committee Meeting**

Singapore

12-14 Nov

**Human Performance
Committee Meeting**

Tokyo, Japan

19-21 Nov

**Air Traffic Services
Committee Meeting**

Dakar, Senegal

News & Notes

IFALPA CONFERENCE ELECTION RESULTS



Newly-elected & outgoing IFALPA Presidents, L-R: Captain Jack Netskar and Captain Ron Abel

IFALPA is pleased to announce the new Executive Board, elected at the 74th Conference in Berlin:

- | | |
|-------------------------|---|
| President | Captain Jack Netskar, Norway |
| Deputy President | Captain Amornvaj (Ben) Mansumitchai, Thailand |
| EVP AMF | Captain Rick Cameron, USA |
| EVP PGA | Captain Brian Shury, Canada |
| EVP TSS | Captain Patrick Magisson, France |
| EVP AFI/MID | Captain Souhaïel Dallel, Tunisia |
| EVP ASIA/PAC | Captain Ishtiaque Hossain, Bangladesh |
| EVP CAR/NAM | Captain Mike Geer, USA |
| EVP EUR | Captain Otjan de Bruijn, Netherlands |
| EVP SAM | Captain Daniel Bianco, Argentina |



Newly-elected EVPs, L-R: Captain Jack Netskar, Captain Brian Shury, Captain Rick Cameron, Captain Daniel Bianco

News & Notes

IFALPA CONFERENCE STATEMENT & CONFERENCE AWARDS

The 74th Conference of the International Federation of Air Line Pilots' Associations (IFALPA) in Berlin, Germany issued the following statement on **Reduced Crew Operations**:

The 2019 IFALPA Conference fully supports any developments that improve the current safety standards in commercial air transport. Our enviable safety record and culture is based upon two properly rested, fully qualified, and well-trained pilots. It is imperative that any future evolution of this benchmark improves upon it and does not degrade the safety and security level in any area.

It is the Federation's position that because reduced crew operations carry significant additional risks over existing dual pilot operations, they will result in a serious reduction in flight safety. It is essential to fully address these risks and safety shortfalls before the industry accepts changes to the standards which have built the safest transportation system in history.



CLARENCE N. SAYEN AWARD

The 2019 Clarence N. Sayen Award was presented to former IFALPA President, Captain Martin Chalk (UK). The award is presented in acknowledgment of the exceptional role played by Captain Clarence N. Sayen, former President of IFALPA, in achieving the progress attained by the Federation during his tenure. The award is meant to honor a person whose contribution towards the achievement of the Federation's aims and objectives has been outstanding and to recognize the efforts of the recipient in furthering the progress of the Federation. Captain Martin Chalk has embodied these objectives, "I was humbled and surprised to receive the award...any award...but particularly the Clarence Sayen, its very, very special when your fellow professionals recognize that you've made an effort and I am humbled by that."

SCROLL OF MERIT

The IFALPA Scroll of Merit of 2019 was awarded to Captain Dirk Polloczek (Germany). The Scroll of Merit is presented in recognition of the sustained efforts of individuals who have served the Federation with loyalty, honour, and distinction, thereby substantially contributing to the achievement of the objectives for which the Federation was founded. Captain Polloczek graciously accepted his award, "The IFALPA family is a great family, its the best thing we have created in the past decades for the profession, and we need to keep that spirit alive, we need to expand that spirit, today with growing nationalism and more and more selfish thinking in politics, we need to grow the global solidarity among the pilots to keep this great profession alive."

Critical Incident Response Programs

BY CAPTAIN MURRAY MUNRO



Captain Murray Munro has been a peer support volunteer for nearly 30 years. He is Pilot Assistance Chair for ALPA Canada and has coordinated CIRP response for all major accidents in Canada for the past 15 years. He also Coordinates CIRP training for Canada and internationally. Murray is a Captain on the Dash-8 Q400 for Jazz Aviation LP.

On August 20, 2011 at approximately 12:40 pm, First Air flight 6560 ended in a Controlled Flight Into Terrain (CFIT) accident. The flight was a charter, originating in Yellowknife (Northwest Territories of Canada) and destined for Resolute Bay (Nunavut, Canada). The weather that day was poor, with low ceilings, and poor visibility resulting in a heavier than normal workload for the crew of the Boeing 737-210.

The flight was mostly cargo, operating with 4 crew and 11 passengers on board. When first responders arrived they found 3 surviving passengers, the rest had been killed on impact.

In a strange twist, the crew operating flight 6560 were to assist the Canadian Military the following day in operation Nanook 2011. Operation Nanook was a military exercise to simulate an actual aircraft accident in the remote Canadian north. It had sadly become a real-life situation.

After receiving the news, ALPA Canada had a Critical Incident Response team assembled and en route within hours. This team provided assistance at the accident site, Resolute Bay, and home base for the crew in Yellowknife.

The Critical Incident Response Program (CIRP) team spent over a week with the First Air crew and staff performing such tasks as having a pilot peer accompany the pilots flying management personnel to Resolute Bay and debriefing the accident investigators daily.

The team was available to debrief surviving crew, friends, and loved ones left behind in Yellowknife. In some cases, team members even escorted crew members home when their spouse had perished in the accident. The team was basically there for anything they needed.

First Air provided the CIRP team with space to be able to sit with fellow pilots and their families in a private and confidential setting to discuss how they were feeling about the events surrounding the accident.



Helping Normal Pilots Recover Normally



“Critical incident stress is a normal reaction to an abnormal event or situation.”

In follow-up conversations it was made very clear that our presence, compassion, and support made a profound difference in the lives of those who were left to carry on after the tragic event. The fact that the CIRP team was made up of peers from other airlines helped to bring things into perspective. The entire airline was in shock.

The inclusion of a Critical Incident Response team is an essential part of any emergency preparation plan. A critical incident is one that overwhelms a person’s normal coping skills, leaving them feeling stuck and helpless.

A critical incident may drive us to seek assistance from others and can provoke a powerful stress reaction that we may need help to overcome. If you find yourself in a situation where you would say, “Nothing I have learned or experienced in life has prepared me for this moment!” then chances are you are in crisis.

Critical Incident Stress can also be defined as a physical, cognitive behavioral, or emotional reaction to a critical incident. If not properly managed by the individual with or without support, it can have long lasting detrimental effects physically and/or psychologically. Critical incident stress is a normal reaction to an abnormal event or situation.

Critical Incident Response is not therapy, it is a healthy way to support healthy pilots who are experiencing normal reactions to these types of situations. Pilots are very resilient, and with a little help from a peer, they are generally able to resolve the issue at hand.

The success of this approach tends to profoundly outweigh that of being told what to do. Experience has shown that issues that can be solved at a peer level tend to have a better outcome than something mediated or enforced at a management level.

The mission of the Critical Incident Response Peer is to lessen the psychological impact of the critical incident. This can be accomplished through active listening, helping the individual find focus to resolve the issue at hand, and accelerate the recovery. If it does become clear that the person in crisis is in need of a mental health professional, it is then the peer’s job to present them with the best professional resources available.

The role of the peer is to help the individual find focus and resolve their issue. At no time should the peer attempt to council anyone in crisis. Peers are not trained counsellors or mental health professionals. Once the individual in crisis is focused, they realize that they are healthy and that their reactions are normal.

Peer support programs work because pilot volunteers, speaking a common professional language and sharing common work experience, can help restore perspective. Pilots often mistrust company representatives but rely on each other through the nature of their profession.

WHAT PEERS DO

- Active Listening
 - Help crew members process the event
 - Direct crew members to appropriate professional help when necessary
 - Educate Crew members to identify signs of post traumatic stress
 - Debrief crew and accident investigators
- Common professional language
 - Common experiences
 - Common understanding of demands of the job
 - *Do no harm*
 - Peer-based programs work best

WHO PEERS ARE



“The CIRP Peer program is for pilots, by pilots and it is essential that the program be maintained, administered, and run by pilots.”

The CIRP program in Canada started in the mid 1970s when a group of concerned air line pilots pulled one of their fellow pilots aside and offered help. This was an underground attempt to assist someone in crisis and keep him off the radar. The intervention was successful, so the group decided to continue. Word travelled quickly, and the Canadian Air Line Pilots Association offered support to the group and helped them to formalize their approach.

They quickly developed a course to teach pilots how to effectively listen and support fellow crew members in crisis. Over the years, the course for pilot peers has evolved and now has the support of company flight operations and includes Critical Incidence Response, drug and alcohol rehabilitation, aeromedical issues, and professional standards.

The Program in Canada is enjoying international recognition and we have recently helped such countries as South Africa and Israel to set up programs for their pilots.

IFALPA just published a **Pilot Assistance Manual** for pilot groups and airlines wishing to develop their own peer support programs. It is comprised of best practices from existing peer support programs from IFALPA Member Associations.

A Critical Incident Response Peer is an individual with a similar job and position within the aviation industry and who understands and speaks a common professional language with the people who are being supported. These individuals must demonstrate integrity, the ability to handle and maintain private information, have respect for their peers, have a calm demeanor, and maintain a nonjudgmental attitude. Ideally, first officers should be paired with first officers and captains with captains, etc., but this is not always possible.

The principle of *above all, do no harm* must be front and center when a peer is working with someone in crisis. This requires the peer to be trained and knowledgeable in active listening skills, safety risk factors, understanding how we respond to stressors, conflict resolution, medical regulatory issues, trauma and stress management, suicide prevention protocol, and most importantly, confidentiality.

A peer-based program works best with fellow pilots because we understand the demands of the job and we share common work experiences. Pilots are more apt to trust and confide in a fellow pilot peer than someone on the outside looking in, and for this reason a peer-based program has unique advantages over other programs such as Employee Assistance Programs (EAPs).

One of the advantages of a CIRP program is that it enables early identification of problems through peer interaction. Active listening is the key skill taught to all Critical Incident Response Peers. This gives the peer the skill set to be able to provide a secure, confidential setting in which to help the crew member process the event and deal with any issues that might arise.

In many cases it is very helpful for a pilot to have an understanding ear in which to voice any concerns or issues surrounding a critical event, but at no time should the peer ever take on the problems of the person they are helping. An unwritten rule of peer assistance is do not do anything for this person that they cannot do for themselves. It bears repeating that should it become clear during this process that the person in crisis needs help beyond what the peer can provide, the peer then must refer the person to the appropriate mental health professional.

Education is a huge part of helping someone through a critical incident. Peers are trained to recognize the signs of stress and in turn educate the individual in crisis on these signs and symptoms.

Once the person in crisis understands what to watch for, they are better equipped to deal with the onset of any stress that may occur. For example, let's say you have an inflight shut down of an engine during a critical phase of flight. Two days later you can't sleep, you may suffer from nightmares, you may not have an appetite, or you could experience unwarranted shaking and trembling. Let's say you are yelling at your spouse and screaming at the kids for no reason. If you can identify that these may all be signs of the underlying stress involved with your inflight shut down, you can then deal with it more effectively and, if needed, seek professional help.

Following a critical incident, some of the tasks of the peer are to first secure the crew in a safe place, away from the media, and tend to their immediate needs such as shelter, food and water. The peer then gives the crew an opportunity to decompress and process the event that just took place, all while being available to debrief, if and when the crew is ready.

In the event of a catastrophic accident involving loss of life and accident investigation, the peer takes on a different role. During the process of investigating the accident, the investigators may come across horrific situations and scenes necessitating the need to speak with a peer in a confidential setting, sometimes on a daily basis. The CIRP peers are now available to other crew, surviving crew, and families effected by incident.

Confidentiality is key in a peer-based program. Pilots must have the trust of the peer that what is discussed in a conversation stays between the two parties involved. If the trust is not there the pilot is unlikely to be forthcoming.

The exception to that rule is if the individual the peer is speaking with makes it clear that they are intending self harm or harm to others. In this case the peer has a responsibility to bring that information forward to the appropriate mental health professional or authority.

Every time the crew member can talk about their experience with someone they trust in a private setting, some of the stress goes away, some of the hurt goes away, and they can work to normalize the situation.

A graphic with a dark blue background featuring a silhouette of an airplane flying over a sunset. The text 'Critical Incident Response Program' is written in large, bold, white letters, with the first letter of each word in red. To the right of the text is a white vertical line, followed by a bulleted list of four items.

**Critical
Incident
Response
Program**

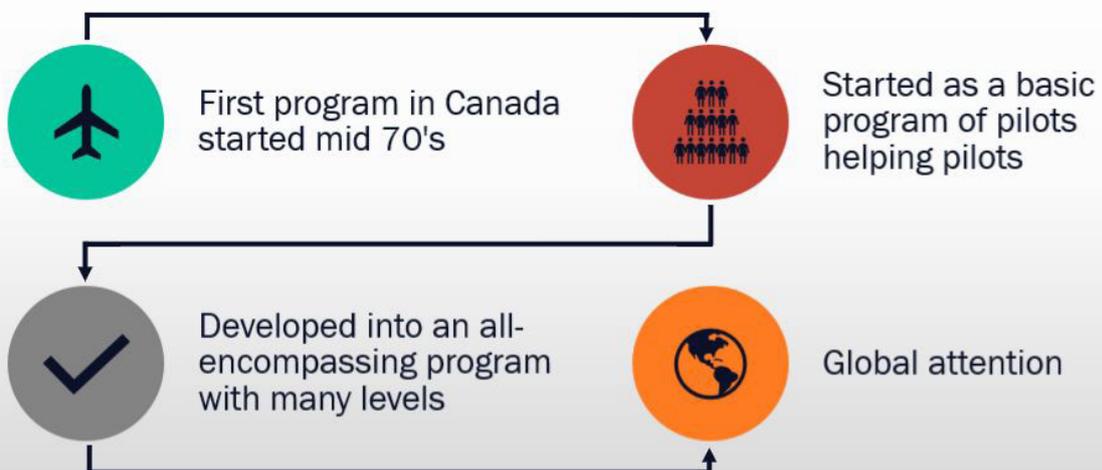
- Mission to lessen psychological impact
- What is a critical incidence
- Not therapy
- Supports healthy people with their normal reactions



Pilot Assistance

A GUIDE TO DEVELOPING AND IMPLEMENTING SUPPORT PROGRAMS;
FOR THE PILOTS BY THE PILOTS

History of the programs



It should be made clear to all involved that participation in a CIRP debriefing or defusing must be voluntary by all parties involved. Participation should never be forced or mandatory.

CIRP programs must operate with trust and integrity for membership buy-in and deliver clear protocols which results in stakeholder buy-in. All parties involved with a CIRP program must fully understand confidentiality and its limits.

Each person may experience a critical incident differently. An event that may seem overwhelming to one person may seem like a bad day for another and for this reason it is important to touch base with everyone involved in an event.

It also gives the crew a confidential means to bring up things that they feel may have gone wrong on the part of themselves or another crew member. Some examples include, inflight shut down of an engine, a runway overrun, death, or a complete hull loss accident.

To give an example, we recently experienced the crash of a King Air northwest of Yellowknife. The accident happened to another airline, but it proved to be very relevant for many of our younger pilots who had either worked with the crew or knew them from school or social circles working in the same community.

We received many calls from pilots who felt overwhelmed. For some of these pilots, this was the first time they had experienced a loss related to their career. Aviation is a small community and when an event like this takes place it has far-reaching effects.

The most common type of response by peers to a critical incident is a one-on-one style debriefing and this is accomplished in person or over the phone. The debriefing is a multi-layered process that is designed to help mitigate the effects of stress and promote quicker recovery.

Debriefings are confidential and do not include management personnel, they are conducted to provide support, promote recovery, and in some cases referral to professional help.

Defusing is a group interaction to discuss the crews' shared experience, while offering support and education so that the crew members can deal with the effects of the incident or accident. Depending on the size of the group more than one peer may be used.

It is important for pilot groups and airlines to show support for your CIRP peer volunteers and the program, make sure your CIRP team is part of your emergency response plan, and build the trust early so that it is there when you need it most.

It is essential that anyone involved with an emergency response be educated in and have a basic knowledge of CIRP so they can understand the process their peers are about to engage in. Trust and education must go hand-in-hand. Get to know your team, build trust and run some mock emergencies to work things out ahead of time.

The CIRP Peer program is "for pilots, by pilots" and it is essential that the program be maintained, administered, and run by pilots. If you wish to have company buy-in, you must be transparent. The best way to accomplish this is to have your management personnel attend regular training sessions. Keeping management aware of current training and new procedures fosters trust between the two groups.

Management, whose job is to manage, can feel secure that when they leave a crew in the hands of CIRP peer, the crew is getting the best possible care. If the company and flight ops are unfamiliar with your procedures it will be difficult to build trust. All parties involved with a CIRP program must also fully understand the constraints and limitations surrounding confidentiality.

IFALPA published a Pilot Assistance Manual in 2018 which includes a full section on CIRP. This manual has information pertaining to best practices around the globe concerning all aspects of Pilot Assistance.

Also, do not be afraid to contact Member Associations and groups with CIRP programs. Most are more than happy to share their expertise and experience with you.



IFALPA Female Pilots' Working Group

Female Pilots make history at IFALPA's 74th Conference in Berlin

The new IFALPA Female Pilots' Working Group was represented at the 74th Conference in Berlin by Group Lead Captain Nina Moers, HUPER Chairperson Captain Tanja Harter, and ISA+21 International Society of Women Airline Pilots Representative to IFALPA Captain Tara Traynor Cook. The presentation addressed the question, why is a Female Pilot Working Group needed at the IFALPA level?

Focusing on targeting female professionals to help the industry overcome global pilot shortages, identifying barriers for women in aviation, making aviation more attractive to women by promoting fair and respectful workplaces, and promoting greater work/life balance were all topics covered. The IFALPA FPWG will help change the industry from the inside by gaining visibility and leading the way in providing global support to women in aviation.

Captain Moers encouraged participation in the WG, "We need input from all of the Member Associations to send their members so we can have an even better exchange, enjoy more input, and share experiences." Captain Traynor Cook was

pleased with the turnout and commented, "We are very gratified that the board has supported this group and this movement to include more women and activism in the unions themselves, and recruit more female pilots to our companies to increase those numbers."

Addressing the pilot shortage, Captain Harter said, "This industry lacks pilots, in the near and not so far future, I think to attract more pilots into the business we can't rule out almost half of the population. I think we need to start early, setting the idea in the minds of young women. We need qualified pilots and I don't see why females can't be qualified, we've proven it. If we have 50% in the cockpit, if it's a normal sight for every passenger to see a female pilot, I think the whole industry can benefit from that."

When asked what some of the barriers are for women entering the piloting profession today, IFALPA Senior Technical Officer and Regional Officer had this to say, "The piloting profession is not attractive to young women and that's half the problem. Young women today don't seem to realize that the actual aircraft does not know if

“Although about 49% of the world’s population is female, women make up only 5% of [air line] pilots.”

you’re a female or a male when you’re flying it, however, it always appears to be a man’s job in a man’s world, and this group is going to change that view, completely.”

The industry is facing a serious global pilot shortage. According to 2018 statistics from Boeing, 790,000 pilots will be needed within the next 20 years. Although about 49% of the world’s population is female, women make up only 5% of pilots. One way to address this dire shortage is to focus on making the profession more attractive to women.

A small group of (primarily European) female pilots had been meeting informally to identify common challenges. They found that they have all been facing similar problems, despite their being from different countries and cultures. One issue that came up repeatedly is that women are simply not attracted to the piloting profession.

There is a lack of female role models for the next generation of women pilots to identify with. Female pilots need more visibility to highlight their many positive experiences worldwide. One excellent example is Captain Tammie Jo Shults, who flew the emergency landing of a Southwest aircraft in 2018. These heroes need more attention.

At a meeting in Frankfurt in February, the group sat down and set the foundation to formalize the Working Group on the IFALPA level. A proposal was made to the Executive Board for a Working Group to be formed to identify issues affecting women pilots worldwide and how they can be addressed internationally.

The IFALPA Executive Board approved the proposal and the Female Pilots’ Working Group was announced on International Women’s Day 2019 via a President’s Message to all Member Associations, a social media announcement, and a Press Release.





L-R: IFALPA HUPER Chairperson Captain Tanja Harter, ISA+21 International Society of Women Airline Pilots rep to IFALPA Captain Tara Traynor Cook, IFALPA Female Pilots' Working Group Lead Captain Nina Moers

The mission of the Female Pilots Working Group is to assist the Federation and its Member Associations in adequately representing their female air line pilots to improve their working environment by developing policies and exchanging information on the following subjects which include but are not limited to:

- Pregnancy - including maternity leave, breastfeeding, effects on the seniority and longevity list, parental leave, flexible rostering;
- Specific medical issues;
- CRM - including gender bias, training issues and harassment, peer support and mentoring;
- The examination of culture, stereotypes, and biases and their impact on decisions related to gender and aviation at home, in schools, and in the workplace, and how to take measures to eliminate or mitigate them;
- Networking and outreach – including interaction with other Industry Groups such as ICAO, Women in Aviation International, and Young Women in Aviation; encouraging women to be part of the Next Generation of Aviation Professionals;
- Work/life balance
- Pay equity, pension equity and female pilot salaries

The Working Group will liaise and collaborate with the other IFALPA Standing Committees as appropriate. It has been agreed that Captain Nina Moers from VC will lead the Working Group with secretariat support from IFALPA Senior Technical Officer Carole Couchman. The Working Group has its own email address as well as a workspace on the Hub. Most of the work will be done via the workspace and emails but the group will aim for two face-to-face meetings a year.

As groups of female pilots around the world begin to reach some of these goals, the profession will look more attractive not only to women today, but to the Next Generation of Aviation Professionals. The WG hopes to particularly engage the female pilots within IFALPA's MAs. The hope is that as many women pilots as possible will provide their input and experience to enrich the work of the group.

As the Global Voice of Pilots, it is well within IFALPA's mission to take a leading role in enhancing the working conditions and work/life balance for all pilots. Improvements for female pilots will inevitably lead to improvements within the entire profession.

To join the IFALPA Female Pilots' Working Group, please email Carole Couchman, Senior Technical Officer, at carolecouchman@ifalpa.org.





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IFALPA@ICAO

A quarterly recap of IFALPA's activities at the International Civil Aviation Organization



BY CAROLE COUCHMAN, MBE
IFALPA Senior Technical Officer,
Regional Officer

The first four months of 2019 have been busy and productive at ICAO in Montreal with several of the Panels meeting either as a full Panel or a Working Group of the Panel.

Information Management Panel (IMP)

The IMP's Working Group (WG) concerning Aeronautical Information Management (AIM) met in January. The WG focussed on six major items from which two, the NOTAM system and aeronautical charts are directly related to cockpit work. The IFALPA input was very much appreciated and the work continued at the meeting in February in Abu Dhabi.

Committee on Aviation Environmental Protection (CAEP)

The ICAO CAEP had its 3-yearly council meeting in February in Montreal and for the first time in history a stringency for nvPM (non-volatile particulate matter) has been set for 2023.

Supersonic aircraft were once again on the agenda, since the Concorde and the TU-144, several new designs approach maturity. New standards are needed for emissions and noise, but current data is not yet available. As with UAV's, this supersonic mode of transport will need to be integrated with normal subsonic air traffic, without compromising safety, capacity or environmental performance.

With the assistance of IFALPA, ICAO will complete a manual on operational measures to reduce noise in a safe and sound way.

Climate change is also affecting the aviation, the increased intensity of storms, changing wind patterns and higher temperatures may occur in

the future. The potential hazards have been compiled by ICAO CAEP and future work will be done on risk assessments and adaptation and mitigation policies.

Alternative fuels are entering the market. Certified, according to even more strict standards than conventional Jet A1, it should be safe and easy to use as drop-in fuel. Industry concerns exist on pricing and availability and incentives will need to be coordinated internationally.

Safety Indicators Study Group

The 19th meeting of the ICAO Safety Indicator Study Group (SISG-19) took place at ICAO HQ in Montreal 5-8 February and was attended by 25 accident investigation experts representing ICAO States, manufacturers and international organizations. The Group was established in 2001 following a Recommendation from the Accident Investigation Group Divisional Meeting to develop safety indicators and conduct an effective analysis of ADREP (State occurrence reporting) data. The purpose of this annual meeting is to review worldwide occurrences and assign relevant categories using the Annex 13 definition of "accident" and a taxonomy developed by the CAST-ICAO Common Taxonomy Team (CICTT).

The analysis is based on accidents with fixed wing, turbine-powered aircraft with a MTOW over 5,700kg on scheduled commercial operations (passenger and cargo). Private flights, air shows, demonstration flights, test flight and ferry flights are excluded from the data. This extensive review, in turn, provides the figures for ICAO's global accident rate as stated in ICAO's annual safety report, and is



a reliable indicator of safety performance worldwide.

Obstacle Limitation Surface Task Force (OLSTF)

The Task Force has been working over a number of years, reviewing the current Obstacle Limitation Surfaces (OLS) and working on revised surfaces that would reflect the type of operations and aircraft in use today. In addition, as the new surfaces; Obstacle Free Surface (OFS) and Obstacle Evaluation Surface (OES) will require an Aeronautical Study, the Task Force has now developed a full description of an Aeronautical Study and how to do this Study.

This meeting resulted in the consolidation of several concepts and the TF now has a firm proposal for revised surfaces. Further coordination will be necessary with the Instrument Flight Procedures Panel (IFPP) to ensure the proposed surfaces do not pose any issues with existing and future procedures.

The next meeting will be for an editorial team to work on the text for Aeronautical Studies and prepare any nec-

essary Working Papers for the ADOP. Aerodrome Design and Operations Panel and Instrument Flight Procedures Panel (IFPP).

Performance Based Navigation Study Group (PBN SG)

The Study Group is nearing the end of a long process of rewriting the PBN Manual. This meeting in March was primarily an editorial meeting as there is a need to complete the manual by the end of the July meeting. The manual would then be sent out to various ICAO Panels (NSP/SASP/ATMOPSP/FLTOSP/IFPP) for comment 26 August - 25 October. However, there were still outstanding issues related Advanced RNP and VNAV which took most of the week long meeting to resolve.

Remotely Piloted Aircraft Systems Panel RPASP

This was the first of three Panel meetings planned for this year. Work continued in the working groups developing Standards and Recommended Practices (SARPS) and guidance material for the integration of international IFR operations by Remotely Piloted Aircraft (RPAs).

Working Group 5 is the Operations Group and IFALPA assisted in the work to convert the existing Part IV to Annex 6 into the required format as requested by the ICAO Secretariat and this is now broadly aligned with Annex 6 Part I. A new Working Group has been formed to rewrite the RPAS Manual. The Manual will be in 2 volumes; Volume 1 will contain an Overview of RPAS International IFR Operations; and Volume II will contain the Implementation of RPAS Provisions. The Working Group (WG 8) will be made up from representatives from all the other WGs.

ICAO Panel Project Team (PPT) for the next edition of the Global Air Navigation Plan (GANP) Face to Face Meeting (F2F)

The Panel Project Team (PPT) was set up to help develop all the various threads and modules for the Aviation System Block Upgrades (ASBUs) which form part of the Global Air Navigation Plan (GANP).

Most of the work of the PPT has been carried by selected ICAO Panel members and updated via conference calls but this face to face meeting was to

see how the various threads had progressed and introduce the GANP Portal where all aviation stakeholders will be able to find the most relevant information related to the GANP.

A considerable amount of work has been achieved for this new edition of the GANP in an effort to try and explain the ASBUs and how to implement them. It is a complex task; this edition is a little easier to understand but there still needs to be further work done for future editions to simplify how to recognise what each State needs and how to achieve it. The GANP Portal will continue to be developed and it is hoped that States will eventually be able to pose questions concerning their needs and be pointed in the right direction as to what to do.

It is likely that IFALPA will be asked to participate in the next PPT for the next GANP.

Air Traffic Management Requirements and Performance Panel (ATMRPP)

There is now progression towards the first stage of the Flight & Flow Information for a Collaborative Environment (FF-ICE) project being implemented. The aim of this meeting in March was to progress the development of the provisions for FF-ICE Release I. There have been several table top exercises to test the validity of the release and they have highlighted several issues which will be worked on in the coming months. In developing the provisions and guidance material several new terms will come into being and it will be important to understand what these mean and how they will affect day to day operations. Initially, there will be mixed mode operations which will need to incorporate both the 2012 Flight Plan and the FF-ICE flight plan. That may prove very difficult initially. It should be noted that the transition to FF-ICE and the associated benefits will need to be carefully explained to States and Industry for a smooth transition to be safe.

ICAO Global Reporting Format Symposium

IFALPA participated Global Reporting Format - GRF Symposium on 26-28 March. Key stakeholders together with about 30% of different national aviation authorities were present forming 300 professionals networking actively throughout the symposium. Speakers and panelists concentrated on the introduction of GRF and its implementation in November 2020. The FAA gave good hints for the implementation using their own experience in TALPA ARC implementation as an example. IFALPA - representing the end users - called for willingness for the change and emphasized the importance of training all stakeholders. After each session there was a possibility for questions and ICAO counted 218 questions. Even though time was limited to answer all questions, many of them were answered. The questions also form good grounds for structuring future programmes for future regional seminars which will start this summer.

Dangerous Goods Panel (DGP)

The ICAO Dangerous Goods Panel met in Montreal 1-5 April. The panel discussed three types of papers; proposals to modify the Technical Instructions (TIs), most of which were highly technical in nature, papers introducing

concepts that will likely evolve into proposals at future meetings, and papers designed to provoke discussion on how the Panel operates. The only major decision taken at this meeting was to approve compromise language that can be used by states to require DG awareness training of entities that don't intend to handle DG. This is an effort to reduce the amount undeclared DG entering air transport. The language was a major compromise since certain countries have no legal ability to require DG training for entities that do not intend to ship DG. This proposal will make it easier for many countries to require all freight forwarders to have an undeclared dangerous goods awareness training program. At this meeting it was announced that ICAO will form the Safe Carriage of Goods Working Group (SC-GWG) to address various multidisciplinary issues related to the transportation of Dangerous goods. It was recognized that many of the issues being discussed at the DGP required input from Airworthiness and Flight Operations Experts, and the formation of the SCGWG would greatly facilitate important safety discussions on these issues.

Cargo Safety Sub Group (CSSG)

The Cargo Safety Sub Group met in Montreal the following week to finalize guidance material to support a risk assessment requirement for airlines to conduct on the items they carry in their cargo compartments with a special emphasis on ensuring the risk of fire is adequately addressed. The CSSG is a multidisciplinary group, and participants were experts in airworthiness, flight operations, and dangerous goods.

The CSSG has been working on two documents, one is a risk assessment requirement and the other is guidance material on how to perform a risk assessment. The goal of the guidance material is to help airlines conduct the risk assessment and regulators oversee the risk assessment process.

Unmanned Aircraft Systems Advisory Group

This is one of two groups in ICAO that explores drone operation beyond the work of the RPAS Panel. While this means it can only create guidance material, it is an important link between industry, regulators and ICAO. A major part of the meeting was to form two writing groups that would analyse the results of Drone Enable 2 for publication in an appendix to the framework document, which summarises the information received at Drone Enable 2. While one group studied the boundaries between Unmanned aircraft system Traffic Management (UTM) and Air Traffic Management (ATM), the other concentrated on essential information and challenges in exchanging it.

Drone Enable 3 will be in Montreal 12-14 November to present best practices by the industry and regulators and highlight challenges. Tentatively, Days 1 and 3 will cover topics of interest (e.g. Rules of the Air, Cybersecurity, Information Management, applicable ICAO work, Operations above FL600, High Seas operation) while Day 2 is reserved for topics relating to the request for information (RFI). ICAO has also established a taskforce on UAS for humanitarian purposes to produce guidance material for regulators and operators. This may, in time, produce a template for national regulations for open and specific operations.



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