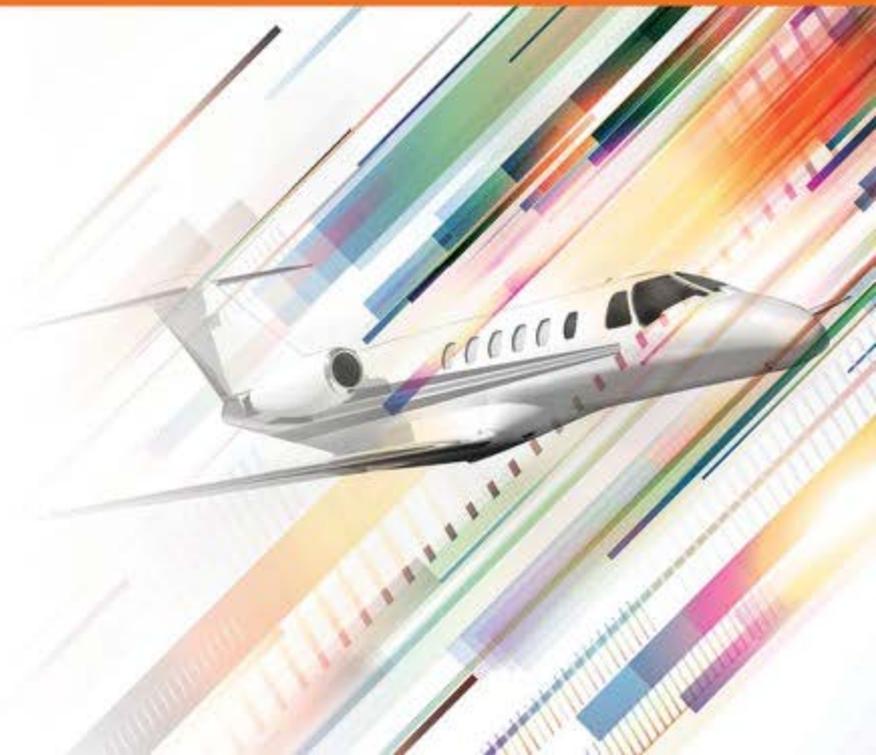


Terry Yeomans

Programme Director for the IS-BAH™



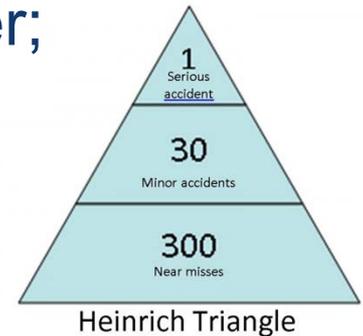
IBAC incident data (221 incidents):

91% resulted in A/C damage;

86% the A/C came into contact with another object;

59% occurred where aircraft not under own power;

8% where damage found by another party



Airplanes towed by a forklift,

Staff directing boarding pax into jet blast or walking over FOD without picking it up,

Citation crew removes the chocks, cone (1!) and mat by itself, piles them up, leaves them in the middle of the ramp, starts the engines, does a 180° all by itself and leaves the area. 30 minutes later another Citation arrives and parks, once again without any help.

Five minutes later a ramp guy comes from the GAT, passes by the pile of stuff (hasn't moved by itself obviously), doesn't put any chock/cone/etc. to the arriving Citation, chats for a minute then returns to the GAT, passes once again right next to the pile of stuff but doesn't do anything.

When I left the building another 30 minutes later the pile of chocks/cone/mat was still in the middle of the ramp.

“ Customer service is our # 1 priority”

“Standards come secondary to the facilities on offer”

“Its all about quality service”

“Do the right thing for the customer, whatever that takes...”

“I have received one weeks training in the classroom, then I observed a small number of aircraft departures and arrivals with colleagues who have had a couple weeks more experience than myself. I then felt pressurised to be 'signed off' as a qualified as soon as possible.

On my first flight I was assigned to work with a colleague who had joined the company a couple of weeks after me and I was expected to give that colleague training. “

“During my week in the classroom I did not see or receive any instruction on how to operate or use the Radio system. I have not been trained on the correct radio procedure, the phonetic alphabet, aircraft recognition, or the 3 letter Airport codes.

I have not been given an official tour of the airport, or received any health and safety advice on working at the airport, or shown where the fire exits are at the gates or in the airport terminal, or muster points in the event of a fire or other emergency.”

IF YOU COULD MAKE ANY CHANGES TO IMPROVE THE SAFETY OF YOUR OPERATIONS, WHAT WOULD THEY BE?

THE INTERNATIONAL STANDARDS FOR BUSINESS AIRCRAFT OPERATORS AND HANDLERS

WWW.IBAC.ORG

