

EASA FRM Conference

An example of the effective
implementation of Group
Operations within the
current regulatory regime

Why the need for Group Operations?

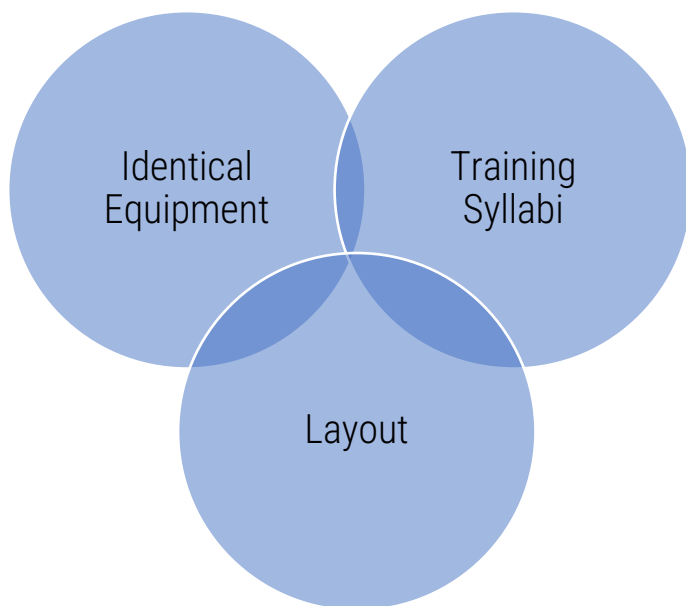
GO has helped millions of passengers reach their destination in a timely manner, and consequently, reduces exposure to EU 261 claims

Reasons for GO flights:

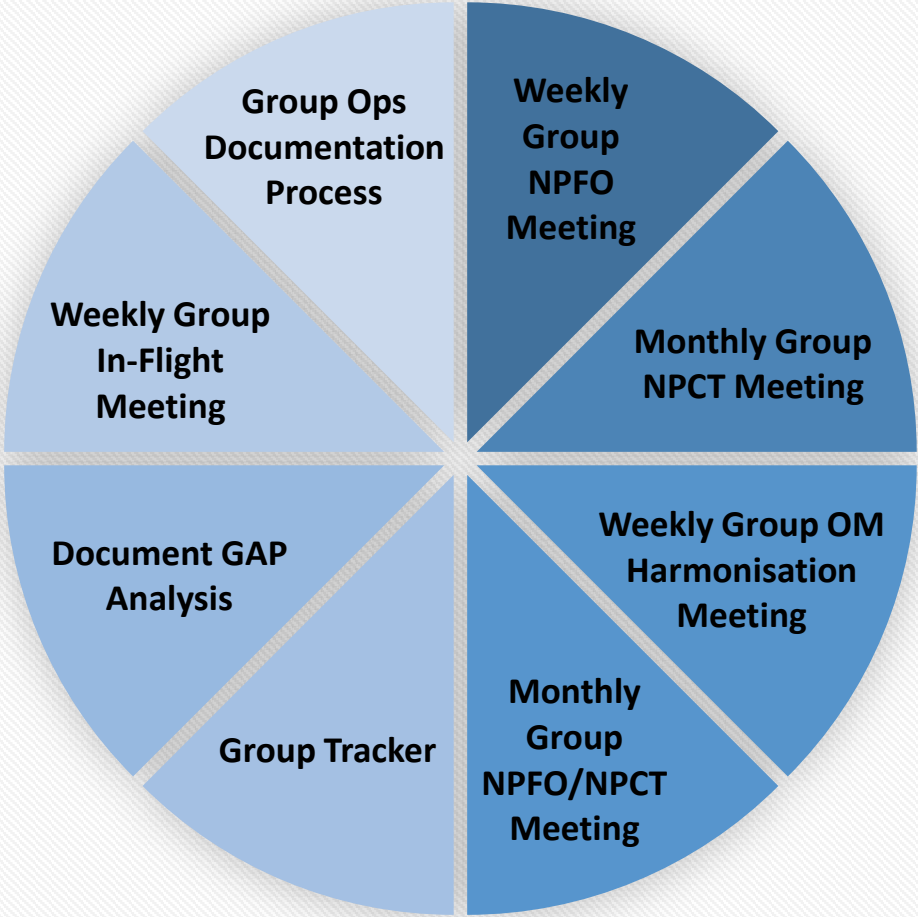
- Delay recovery
- Crew sickness
- Unscheduled maintenance
- Scheduled maintenance

How it's achieved

Parent AOC



- Parent AOC prepares and maintains all training documentation
- Group decision to equip all AOC aircraft in an identical manner
- Identical training syllabi and training cycles
- All new entrant aircrew complete training in parent AOC and subsequently complete a bi-annual OCC for other AOC participating in GO
- Standardisation of all trainers and checkers
- All trainers and checkers listed in both OM-Ds
- Identical administrative forms and processes
- Common records platforms across AOCs



- Weekly Group NPFO Meeting
- Monthly Group NPCT Meeting
- Weekly Group OM Harmonisation Meeting
- Monthly Group NPFO/NPCT Meeting
- Weekly Group In-Flight Meeting
- Group Tracker
- Document GAP Analysis
- Group Ops Documentation Process

Integrated Management System

How it's achieved



- Each AOC has an AM and NPs
- Contracted Services – SLA across AOCs
- Daily ASR and Weekly SSFM
- Quarterly Group Safety and Security Meeting
- Pooled Auditors and Audits
- Identical administrative forms and processes
- Common records platforms across the AOCs

Common Crew Management System

How it's achieved



- Common Crew Management System software
- Identical IFTSS
- Identical legality checks (ICAO validations / OML exclusions)
- Contracted services – SLA for Ops Control and Rostering
- Identical administrative forms and processes
- Common records platforms across the AOCs

Group Operations is possible within the current regulatory regime.

The effective and seamless implementation of Group Operations requires:

- A clearly defined and approved set of processes and procedures
- OM harmonisation
- Identical equipment and training
- Closely Integrated Management System
- Common Crew Management System
- Operator Conversion Course
- Easy day-to-day aircrew procedures
- Monthly reporting to respective NAAs

- Group Operations Protocol Document
- Regular Operator Conversion Courses
- Aircrew Guide to GO
- GO Checklist
- EFB and CMS in-built safeguards

Conclusion

- The current regulatory regime allows for the seamless implementation of Group Operations.
- Group Operations is a concept that has allowed companies to recover delays that would have exposed millions of passengers to lengthy delays.
- Group Operations has been conducted in the Group for almost 5 years (over 100,000 flights), with no negative impact on safety.
- Group Operations allows for synergies amongst AOCs that increase efficiencies.

Thank you for your attention