United Arab Emirates

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

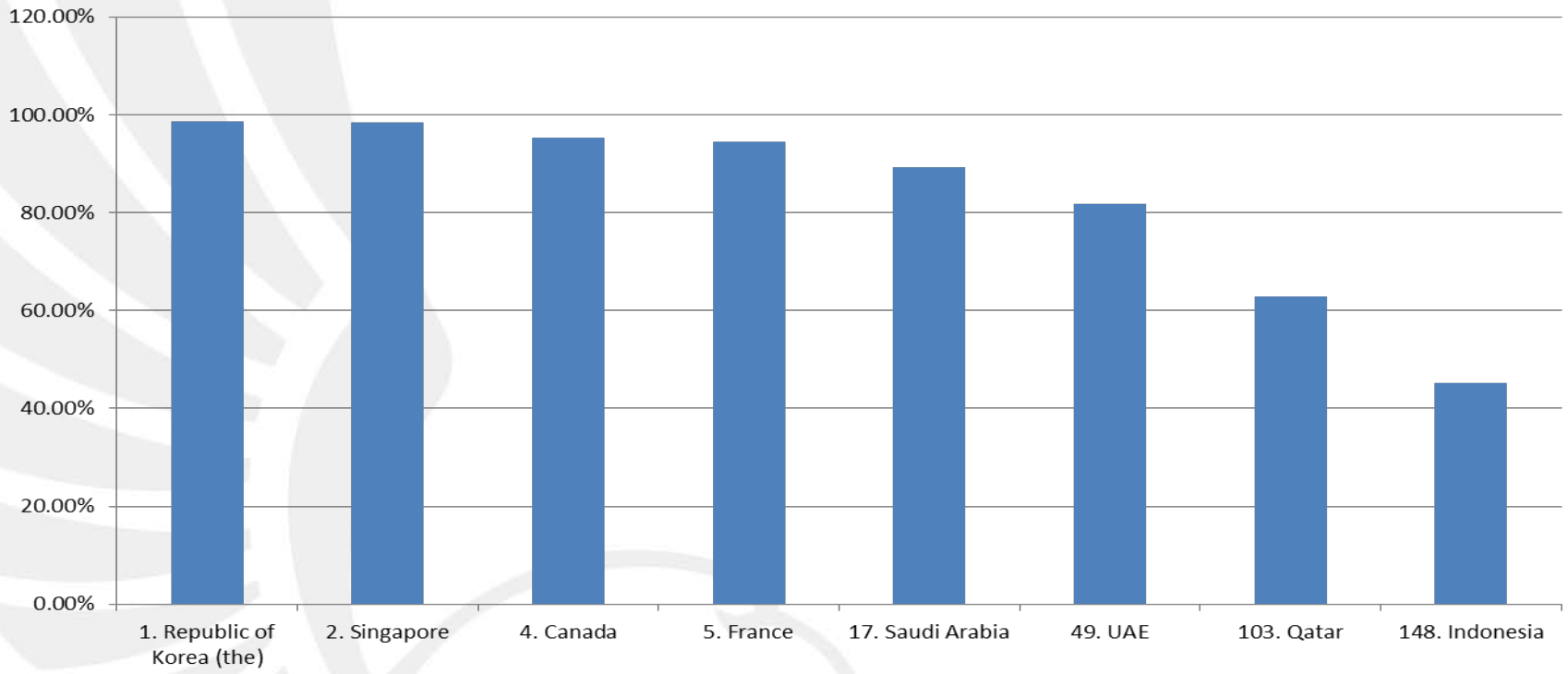
ICAO USOAP CMA

UAE EXPERIENCE

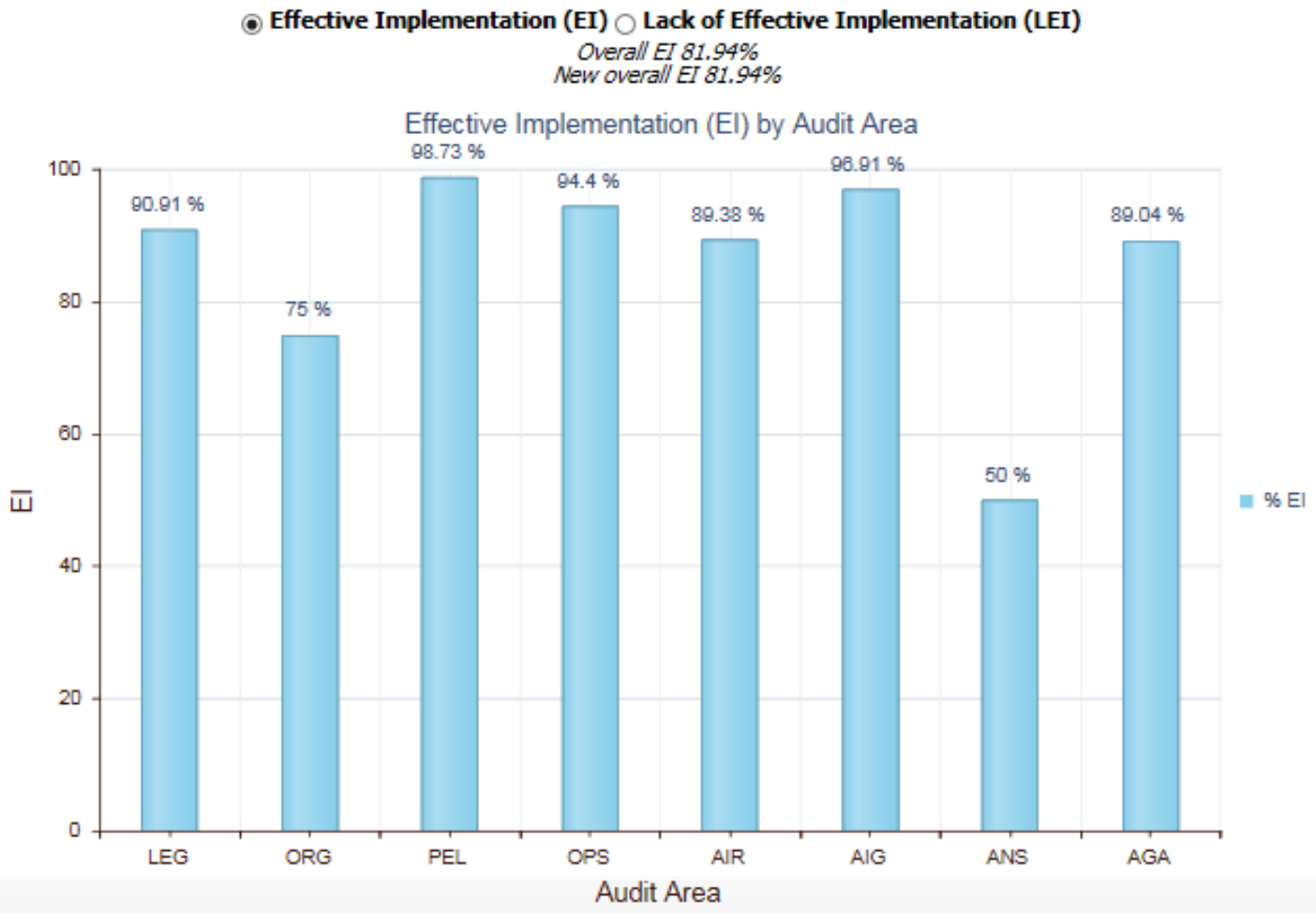
Safety Affairs Sector

رؤيتنا: منظومة طيران مدني آمنة ورائدة ومستدامة
OUR VISION: A LEADING, SAFE, SECURE AND SUSTAINABLE CIVIL AVIATION SYSTEM

ICAO CSA AUDIT- UAE RANKING 2007



UAE PERFORMANCE PRIOR TO ICAO MISSION OF 2014



UAE PERFORMANCE PRIOR TO ICAO MISSION OF 2014

	LEG	ORG	PEL	OPS	AIR	AIG	ANS	AGA	Total
Total PQ	23	18	101	152	216	110	220	176	1016
Total Satisfactory PQs	20	9	78	118	101	94	99	130	649
Total PQs Not Satisfactory	2	3	1	7	12	3	99	16	143
Total PQs Not Applicable	1	4	7	5	87	2	7	19	132
Total PQs Undetermined – new)	0	2	15	22	16	11	15	11	92
Effective implementation	90.91%	75.00%	98.73%	94.40%	89.38%	96.91%	50.00%	89.04%	81.94%

2014 ICVM FOR UAE

- On-site ICVM from 27/10/2014 to 02/11/2014: LEG, ORG, PEL, OPS, ANS.

- Off-site ICVM from 01/12/2014 to 31/01/2015: AIR, AIG, AGA.

Preparation (1/4)

- Work on CC previous 3 years 2011-2013
- Staff with team building skills and knowledge of the State's organizational and legal structure selected.
- Experience was also built on our success of audit on UAE conducted by FAA in 2010.
- Staff attended the ICAO USOAP Workshop
- Staff visited other States which have been subject to ICVM.
- A person completed ICAO Auditor training in AGA area

Preparation (2/4)

- We have built a strong inter-authorities working group to respond to each of the audit areas:
  - Including all UAE entities involved with safety oversight (e.g. TRA, SAR, AAI) as well as representatives from the appropriate offices in the GCAA (legal, security, ANSP)
- We have completed the compliance checklists and the State Activity Questionnaire in a timely manner:
  - With clear, accurate and concise explanations representing the “official” government position
  - There are a lot of overlapping and repetitious questions in the State Activity Questionnaire and in the Protocols and it was vital that the answers were compatible and consistent.

Preparation (3/4)

- We have developed answers to the audit protocols questions in advance of the ICVM (6 months ahead of the ICVM dates):
  - For internal use and self-evaluation
  - To identify and organize evidence to support answer
  - To identify the subject-matter-expert for each question
  - To identify the appropriate person to respond to the auditor for each question
- We have briefed high-level CAA staff to:
  - Ensure they understand the importance of the audit
  - Explain the USOAP ICVM
  - Prepare them for the extensive resource demands for the pre-audit activities, on-site audit activities and post-audit activities
- We have briefed industry for ICAO industry visits to explain USOAP process and purpose of the visit

Preparation (4/4)

- We have reviewed audit results of other States with:
  - Focus on audits of the most comparable oversight systems to UAE (Singapore, Korea which were part of Top 3 States)
  - Aim to become familiar with typical findings and begin to evaluate whether they would be applicable to UAE as well
- We have conducted practice audits for each audit area:
  - Use of people who have served as ICAO USOAP auditors and who worked in CMO Office of ICAO
  - Use of Staff and train/educate them on the conduct of ICAO USOAP ICVM
  - Identification of Staff who will meet with the auditors and we had have them participating in the practice audits

Lessons Learned (1/2)

- Develop a detailed work-plan to reach success and to ensure:
  - each Staff's readiness for answers to all protocol questions. This will avoid last-minute surprises and unprepared or unavailable interviewees.
  - organised preparation

- Hold weekly and/or Daily debriefs to:
  - Support a clear understanding by all participants
  - Prevent the development of inaccurate audit findings

- Use all the resources available to understand and prepare for the audit (e.g. Any available staff, ICAO SOA website, USOAP team leader, and audit results of other states)

Lesson Learned (2/2)

- Have a strong internal communication strategy to:
  - Widely disseminate information concerning the USOAP
  - Brief important officials and ensure they are familiar
  - Strengthen internal coordination within the Staff.
- Train interviewees on the USOAP process and expected attitude to ensure that Staff:
  - stick to the subject of each audit area
  - only answer questions which are in his/her area
  - Understands the limits of their authority when he/she responds to ICAO on behalf of the UAE
- Test all components of the audit for understanding and ensuring effectiveness by ensuring that:
  - the protocol answers are fully coordinated and supported by evidence
  - the interviewees are conversant with the protocol answers and evidence provided
- Use OLF as tool to constantly conduct a self-assessment during Quality Assurance activities conducted by the GCAA. In 2017 the GCAA will use as elements of its States Safety Assurance component.

ICAO OLF

- Certainly a big step forward and makes things much easier
- Video tutorial was not available despite the availability of the icon. Now they are.
- The page had issues and some times didn't load. ICAO helpdesk helped with resolving issues. There were repeated IT problems
- We were asked by the assessors not to use the self assessment, rather they had a preferred way of laying out the evidences
- After the ICVM and offsite validations, some outstanding CAPs were updated but were not re-evaluated by ICAO till this date

ICAO RESOURCES/ OTHER ISSUES

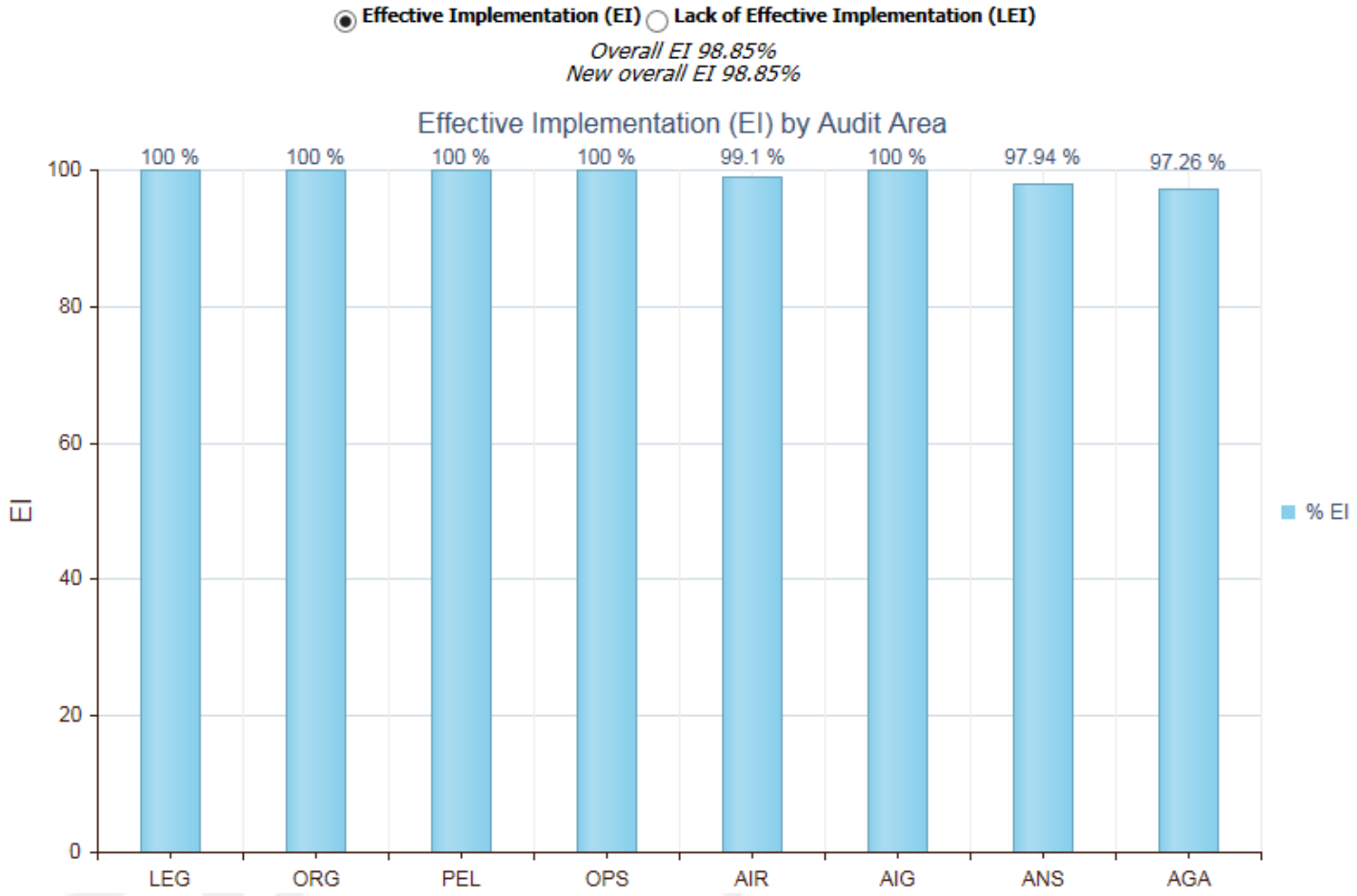
- We couldn't get onsite auditors in the areas of AIR, AIG and AGA due to resource availability issues
- Some of the 2007 findings were not written concisely causing difficulties in deciding on the appropriate corrective action plans

UAE CURRENT PERFORMANCE

	LEG	ORG	PEL	OPS	AIR	AIG	ANS	AGA	Total
Total PQ	23	18	101	152	216	110	220	176	1016
Total Satisfactory PQs	20	12	79	124	110	97	193	142	779
Total PQs Not Satisfactory	2	0	0	0	1	0	4	4	9
Total PQs Not Applicable	1	4	7	6	89	2	8	19	136
Total PQs Undetermined – new)	0	2	15	22	16	11	15	11	92
Effective implementation	100.00%	100.00%	100.00%	100.00%	99.10%	100.00%	97.97%	97.26%	98.86%

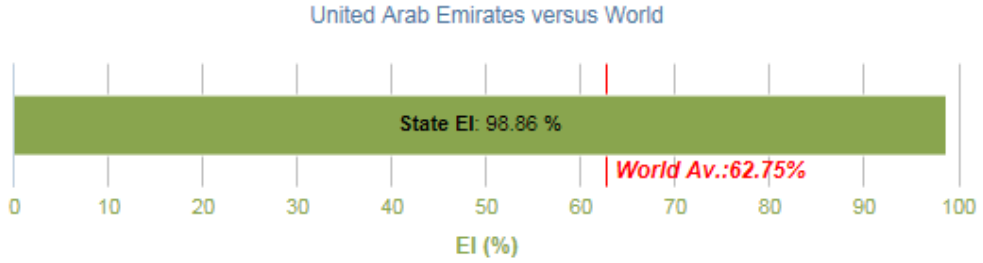
- ICAO updated UAE performance following 2 types of ICAO USOAP activities:
  - ICVM conducted from 26 Oct. to 2 Nov. 2014
  - Off-site validation conducted from 1 Dec. 2014 to 31 Jan. 2015
- We have reduced the number of unsatisfactory PQs by 94%.
- We have increased our EI by 21%.

UAE CURRENT PERFORMANCE

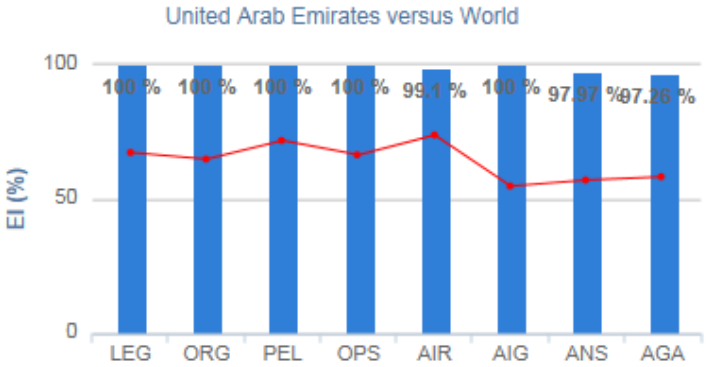


- **UAE ranks at the 1st place among 191 Members States.**

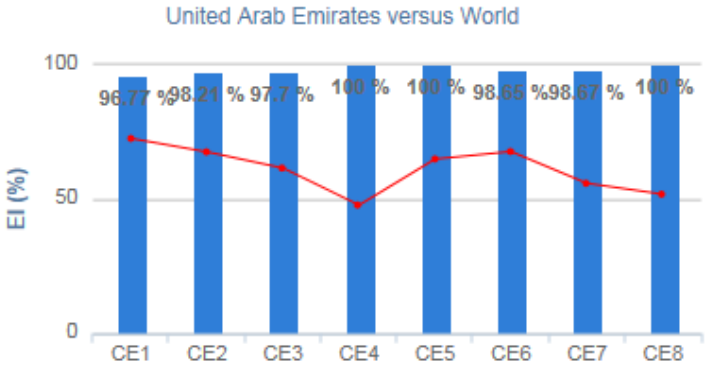
WHAT DOES THIS MEAN FOR UAE?



EI by Area



EI by CE



- The above figures show that the UAE has:
  - Established a very good civil aviation oversight as compare to the “World” under the umbrella of the CAL demonstrated through:
    - an effective regulation framework,
    - effective CAA structure,
    - outstanding selection and training of its personnel and guidance to its personnel and industry.
  - Implemented an excellent standards of certification and licensing, unbeatable surveillance system on industry and resolution of safety issues.

WHAT CAN THE UAE INDUSTRY BENEIT FROM THIS RESULT?

- Global economic development is closely connected to a vibrant transportation industry as global markets require fast & efficient transportation of goods or persons.
- The air transport industry & economic development depend on the confidence of the traveling public or customers that air travel is safe.
- Therefore, it means that:
  - Passenger are safest when flying with a UAE's flagship than another State's flagship.
  - UAE is a safe destination to fly to/from or overflying.
- It may:
  - accelerate the appetite of foreign States to enter easily into Air Service Agreement with UAE (or extend).
  - reduce the number of safety inspection or audit on UAE aircraft or GCAA by foreign states.
- This result will support and catalyze the objective of the UAE aiming at increasing the contribution of aviation sector to the UAE GDP.

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