Safety Intelligence and Safety Performance Management Workshop
San Jose, Costa Rica, 18 – 22 March 2024

Summary of Discussions

Date	18 – 22 March 2024
Location	Central American Corporation for Air Navigation Services (COCESNA) – Central American Aviation Safety Agency (ACSA)
Opening Ceremony	The opening of the event was held by M**r.** Luis Miranda Muñoz, Subdirector of the Civil Aviation Authority of Costa Rica.

The list of participants is shown in **Attachment A**.
The Workshop Programme and Schedule are shown in **Attachment B**.

1.   References

- ICAO Doc 9859 – *Safety Management Manual*

2.   Objectives

- Understand safety intelligence elements and strategy
- Understand data governance
- Understand Safety Data Collection and Processing Systems (SDCPS)
- Understand and practice the use of indicators as a tool for performance monitoring and management
- Practice decision-making using performance monitoring results.
- Practice designing a dashboard

3.   Introduction

3.1   Under the sponsorship of the Safety Management Section Air Navigation Bureau of ICAO Headquarters, a Safety Intelligence and Safety Performance Management workshop was held in the facilities of Central American Corporation for Air Navigation Services (COCESNA) Central American Aviation Safety Agency (ACSA), San Jose, Costa Rica, from 18 to 22 March 2024, for the States from NAM/CAR/SAM Regions. The workshop was facilitated by Mr. Marcelo Orellana, Regional Officer, Safety Implementation from the ICAO NACC Regional Office and delivered jointly by Mrs. Manoosh Valipour and Mrs. Ruviana Zimmerman from the Safety Management Section Air Navigation Bureau of ICAO.

3.2   The Workshop had 37 participants from the NAM/CAR/SAM Regions and one Regional Safety Oversight Organization. The workshop was well received and highly appreciated by the participants, whose feedback confirmed that the event was informative, relevant, and timely, which will greatly help attendees and their colleagues to have a better understanding of safety intelligence and its application in safety management systems within the states and at a regional level.

4.   Outcomes/Recommendations

4.1   The Workshop aimed to equip participants with knowledge and practical skills related to safety intelligence and performance management. Here are the key outcomes:

- To understand data importance.
- To gain insights into the significance of data for managing safety and making informed decisions.
- To develop a Safety Intelligence Strategy.
- To provide guidance on creating effective safety intelligence strategies.
- To monitor and to manage safety performance.
- To learn techniques for monitoring safety performance and implementing necessary improvements.

4.2   The ICAO NACC Regional Office recommends that participants:

- implement all the knowledge and skills obtained within the SSP Working Group and at a regional level; and
- develop an action plan for their State and indicate the actions they will take after the workshop.

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**Safety Intelligence and Safety Performance Management Workshop /
Taller sobre inteligencia de seguridad operacional y gestión del desempeño
de seguridad operacional de la OACI**
San Jose, Costa Rica, 18 – 22 March 2024 / San José, Costa Rica, 18 – 22 de marzo de 2024

ATTACHMENT/ADJUNTO A
LIST OF PARTICIPANTS / LISTA DE PARTICIPANTES

ARUBA

1. Bryan Franca

BAHAMAS

2. Michael Fountain

BELIZE/BELICE

3. Imelda Bautista Guerra

BRAZIL/BRASIL

4. Bernardo Tomaz de Castro
5. Willian Bicalho

CAYMAN ISLANDS/ISLAS CAIMANES

6. Andrew Mclaughlin

CHILE

7. Sergio Grove

COLOMBIA

8. Juan Felipe Jimenez Vidales
9. Olga Beatriz Martinez Mariño

COSTA RICA

10. Frank Herrera
11. Frazier Rodriguez
12. Glocenio Vazquez

13. Rebeca Garcia
14. Silvia Gutierrez
15. Víctor Zamora Vargas

CUBA

16. Jorge Luis Romero León
17. Mario Ardanza

CURAÇAO/CURAZAO

18. Cliff Belfor
19. Ludgardo Job

ECUADOR

20. Wendy Legarda

EL SALVADOR

21. Jose Carlos Rodriguez Campos
22. Renato Neira
23. Ricardo Gonzalez

BOLIVIA

24. Maxiel Dolores Lopez Freitez
25. Silvia Daniela López Del Carpio

GUATEMALA

26. Andrée Oliva Mecias
27. Sigrid Marroquin

GUYANA

28. Ahmad Nizamudeen

NICARAGUA

29. Hector Espinoza
30. Uwe Cano
31. César Jirón Cajina

PANAMA/PANAMÁ

32. Sandra M. Rodriguez
33. Yosselin Roa

PARAGUAY

34. Sergio Melgarejo

SPAIN/ESPAÑA

35. Pablo Hernández-Coronado Quintero

TRINIDAD AND TOBAGO/TRINIDAD Y TABAGO

36. Ian Gomez

VENEZUELA

37. Tahina Merchán

ICAO/OACI

38. Ruviana Zimmerman
39. Manoosh Valipour
40. Marcelo Orellana

Safety Intelligence

and

Safety Performance Management Workshop

PAN AMERICA Region

San José, 18 – 22 March 2024

Agenda and Introductions

Safety Intelligence and Safety Performance Management Workshop

Manoosh Valipour and Ruviana Zimmerman

Safety Management Section

Air Navigation Bureau, ICAO

ICAO

Workshop Agenda/Topics

- Overview of proposed amendments to Annex 19 (SI and SPM)
- Importance of Data
- Data governance and management
- Sharing and exchange of safety information
- Safety performance monitoring and management
- Development of indicators
- Safety intelligence
- Safety data collection and processing system (SDCPS)
- Developing safety intelligence strategy
- Data visualization and communicating analysis results
- Implementation strategies and ideas

Workshop Objectives

- Understand safety intelligence elements and strategy
- Understand data governance
- Understand SDCPS
- Understand and practice the use of indicators as a tool for performance monitoring and management
- Practice decision making using performance monitoring results
- Practice designing a dashboard

Workshop Presentations, Links, Assignments

- Workshop Material:
  - **GOOGLE DRIVE** ([Click here](#))

- E-workbook:
  - **GOOGLE SHEET** ([Click here](#))

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Workshop Schedule Day 1

MONDAY: 18 MARCH 2024	
08:00 – 09:00	Registration
09:00 – 09:30	Welcome and opening address Group photo
09:30 – 10:30	Introductions and workshop overview
10:30 – 11:00	*TEA / COFFEE BREAK*
11:00 – 11:30	Module 1: Annex 19 Amendment 2
11:30 – 12:30	Module 2: Importance and Use of Data for Managing Safety
12:30 – 13:30	*LUNCH BREAK*
13:30 – 14:00	Module 3: Data Governance
14:00 – 15:00	Module 3: Exercise discussion and debrief
15:00 – 15:30	*TEA / COFFEE BREAK*
15:30 – 16:00	Module 4: Sharing and Exchange of Safety Information
16:00 – 17:00	Module 4: Exercise discussion and debrief Wrap-up day 1

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Workshop Schedule Day 2

TUESDAY: 19 MARCH 2024	
09:00 –10:30	Module 5: Safety Performance Management and Monitoring
10:30 – 11:00	*TEA / COFFEE BREAK*
11:00 – 12:30	Module 5: Exercise 1 discussion and debrief
12:30 – 13:30	*LUNCH BREAK*
13:30 – 15:00	Module 5: Safety Performance Management and Monitoring (continued)
15:00 – 15:30	*TEA / COFFEE BREAK*
15:30 – 17:00	Module 5: Exercise 2 discussion and debrief Wrap-up day 2

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Workshop Schedule Day 3

WEDNESDAY: 20 MARCH 2024	
09:00 – 10:30	Module 5: Exercise 2 discussion and debrief (continued, if needed)
10:30 – 11:00	*TEA / COFFEE BREAK*
11:00 – 12:30	Module 6: Safety Data Collection and Processing System (SDCPS)

TIME	ACTIVITY / TOPIC FOR DISCUSSION
12:30 – 13:30	*LUNCH BREAK*
13:30 – 15:00	Module 6: Exercise discussion and debrief
15:00 – 15:30	*TEA / COFFEE BREAK*
15:30 – 16:00	Module 6: Exercise and debrief (continued, if needed)
16:00 – 17:00	Reserved time for knowledge and experience sharing Wrap-up day 3

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Workshop Schedule Day 4 and 5

THURSDAY: 21 MARCH 2024	
09:00 – 10:30	Module 7: Introduction to Safety Intelligence and Safety Intelligence Strategy
10:30 – 11:00	*TEA / COFFEE BREAK*
11:00 – 12:30	Module 8: Data Visualization Module 8: Exercise
12:30 – 13:30	*LUNCH BREAK*
13:30 – 15:00	Module 8: Exercise discussion and debrief
15:00 – 15:30	**TEA / COFFEE BREAK**
15:30 – 16:30	Reserved time for knowledge and experience sharing Wrap-up day 4
FRIDAY: 22 MARCH 2024	
09:00 – 10:30	Module 9: Implementation Strategies and Ideas Module 9: Exercise and debrief
10:30 – 11:00	*TEA / COFFEE BREAK*
11:00 – 12:30	Workshop wrap-up and certificates

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Thank You!