



## ICAO iPACK EXPERIENCE IN ESWATINI

# Purpose

We regulate and provide a safe, secure, and sustainable aviation industry.



# Intent

A renowned safe and secure aviation industry regulator and a airports operator and air services navigator that facilitates economic development.



# VALUES

## Values:

**Safety & Security**

## Description:

We drive a culture of safety and security through our services.

**Accountability**

We conduct our business in a transparent and responsible way.

**Integrity**

We execute our work in an ethical and honest way.

**Customers focus**

We strive to meet and exceed the needs of our customers.

**Performance Excellence**

We strive to do the right things right the first time.

## Behavioural Rules:

- Adhere to safety rules at all times.
- Report safety issues immediately.
- Help and show others to be safe.
- Make information available to stakeholders timeously.
- Do what we say we will do.
- Transparent at all times.
- Take responsibility for ones work.
- Follow through on commitments.
- Admit our errors.
- Be trustworthy.
- Do the right thing even if no one is watching.
- Be dependable.
- Respect others.
- Treat customers with empathy.
- Understand the customers needs and concerns.
- Be there for the customer.
- Drive customer focused processes – consider the customer journey from beginning to end.
- Walk the extra mile.
- Show up – be there when needed.
- Be process efficient.
- Communicate clearly – across all stakeholders.
- Be on time.
- Be innovative.



To the Sky above, let's


fly.

## CHALLENGES PRE- 2021

- The absence of relevant legislation in the various departments (Immigration, Customs, Health, Police etc.)
- Non-attendance of ICAO Regional & International facilitation training, meetings, workshops, conferences and seminars by relevant representatives from Agencies.
- Political will and financial support
- Fear and sense of insecurity by law enforcement toward the introduction of new innovative measures that facilitate business as well as ensuring high level of security
- Also, there was the issue of communication and coordination between government agencies and ESWACAA through the Ministry of Public Works and Transport



# ICAO REQUIREMENTS

- **Standard 8.17** require each Contracting State to establish a national air transport facilitation programme based on the facilitation requirements of the Convention and of Annex 9 thereto.
- **Standard 8.18** require each Contracting State to ensure that the objective of its national air transport facilitation programme shall be to adopt all practicable measures to facilitate the movement of aircraft, crews, passengers, cargo, mail and stores, by removing unnecessary obstacles and delays, and
- **Standard 8.19** require each Contracting State to establish a National Air Transport Facilitation Committee, and Airport Facilitation Committees as required, or similar coordinating bodies, for the purpose of coordinating facilitation activities between departments, agencies, and other organizations of the State concerned with, or responsible for, various aspects of international civil aviation as well as with  port and aircraft operators

## Current Status

After having successfully completed this iPack, civil aviation authority as the lead agencies in charge of coordinating, drafting, and implementing the National Air Transport Facilitation Programme (NATFP) was better equipped to develop or review and update existing national provisions related to the establishment of an NATFP; develop or review and update existing national provisions for the establishment of National Air Transport Facilitation Committees (NATFC) and Airport Facilitation Committees (AFC); establish a reporting and coordination mechanism between the CAA and other involved key stakeholders in light of the COVID-19 pandemic; make progress in the implementation of the NATFP; and draft an action plan for the implementation of the NATFP.



## ICAO iPack Experience

- Phased Approach Technical Support to States
- Gap Analysis
- ICAO Annex 9 - Facilitation: Virtual Classroom
- Lead Agency - ESWACAA
- National Air Transport Facilitation Programme (NATFP) – for coordination.
- National Air Transport Facilitation Committee (NATFC) from a Working Group
- Stakeholder Management Strategy
- Documented lessons learned from COVID-19



## ICAO iPack Experience

- Phased planning for restart coordinated with national authorities, public health authorities, airport operators, aircraft operators and other relevant stakeholders
- Airport Facilitation Programme
- Airport Facilitation Committee
- Airport Contingency Plan
- FAL Regulations process started, AC issued
- EFODs System from CC feedback
- CAPSCA Focal point



# STRONG POINT

The State's Strong Point in the implementation of the Annex 9 SARPs and appropriate amendments are among other points the following;

- Political will and potential of financial support from budget
- Technical Assistance from ICAO and Partners from the region.
- National Action Plan using the ICAO GAsEP Model
- Encourage relevant agencies and the industry to endeavor developing and implementing their own Departmental/Sectoral Action Plans on facilitation
- Encourage effective communication among agencies and suggest continuous improvement
- Facilitation requirements in the ESWACAA Strategic Plan Objectives and provide Budget line items for the necessary implementation
- Lastly Oversight Activities i.e. Inspections and Testing of systems now covers a wider scope that include among others compliance issues of facilitation (Annex 9 SARPs)



**THANK YOU - MERCI BUKU**

Q&A