

# Aviation Safety Action Program

APRAST / 25 Meeting and focused discussion

June 2026



## GAMSAP

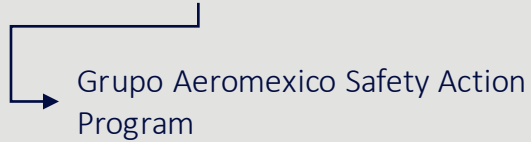
Grupo Aeromexico Safety Action Program



GRUPO  
AEROMEXICO®

# Why GAMSAP (ASAP)?

ASAP - Aviation Safety Action Program



Program endorsed by ICAO, AFAC and FAA

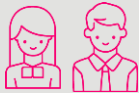
Currently focused on three operational groups



**Flight Ops**



**Inflight**



**Dispatch CCO**



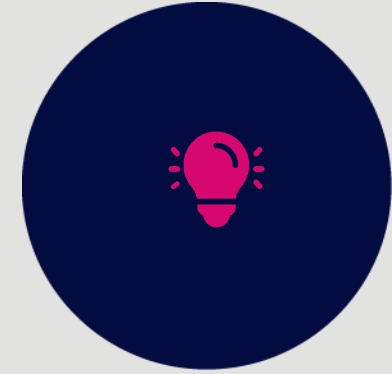
## Voluntary reporting

Create an environment of trust in which frontline employees report errors or unintentional deviations.



## Just Culture

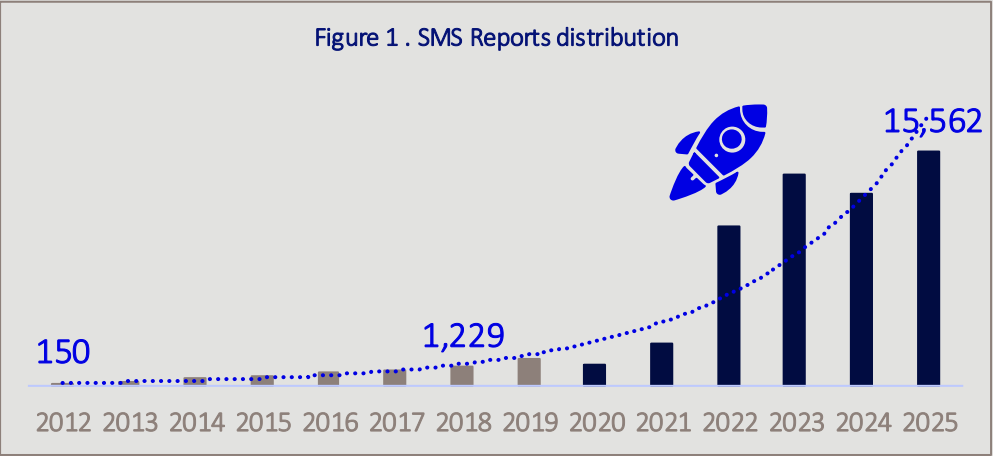
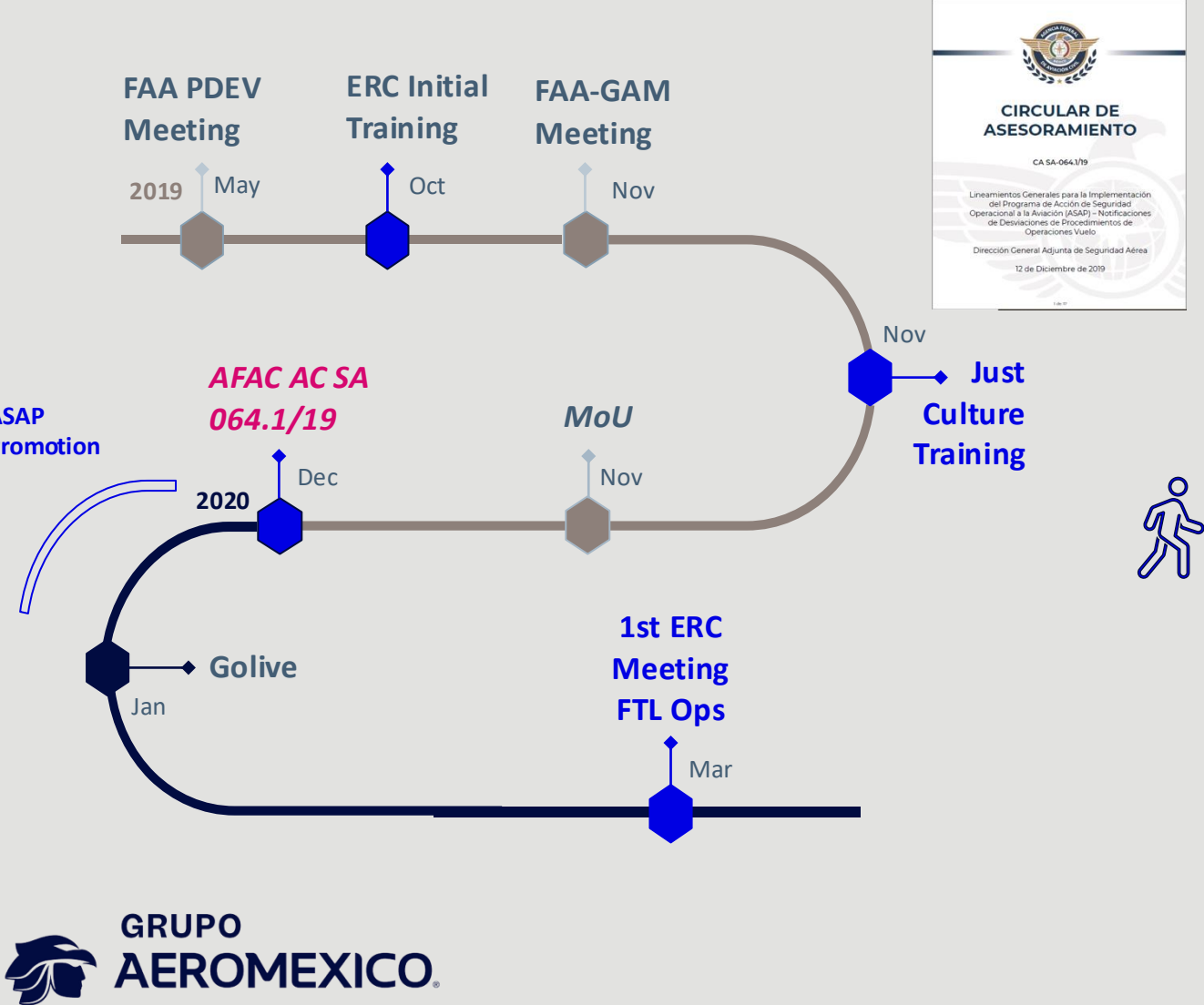
No disciplinary action will be taken, nor working conditions affected, for those who participate through a GAMSAP Report that meets the acceptance criteria – Non-Punitive Policy



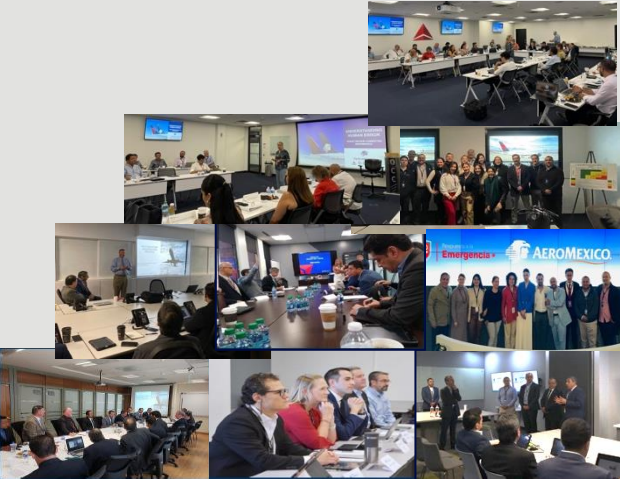
## Learning

Gain access to information, much of which would otherwise be impossible to obtain.  
- Single Source Information -

# ASAP: A Just Culture-based Program



The road to a Just Culture is a **constant journey** – in fact, it’s never over.



# Current Status



+10,253  
ASAP  
Reports



4 Reports  
excluded



99%  
Single-Source  
Events

YTD 2026  
Avg rate: 15.5 r/1k ops  
Tot.: 1,207 reports

Chart 1 – Total reports & rate (Ops GAM)

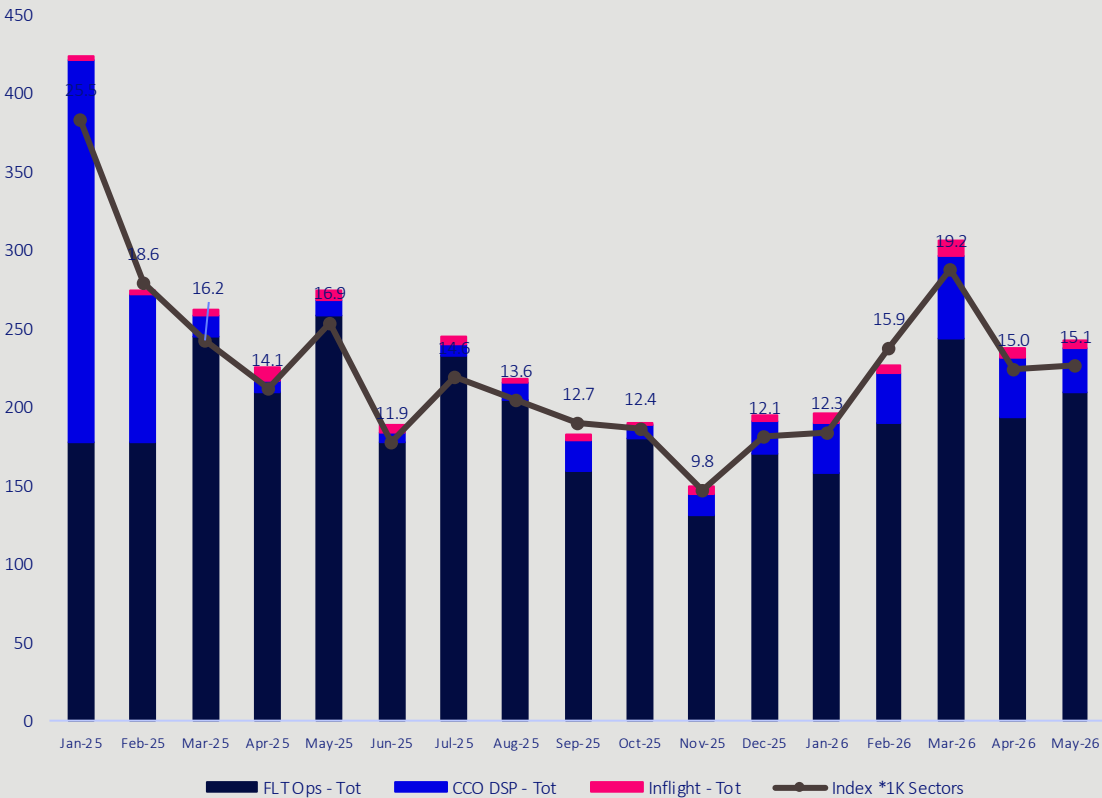
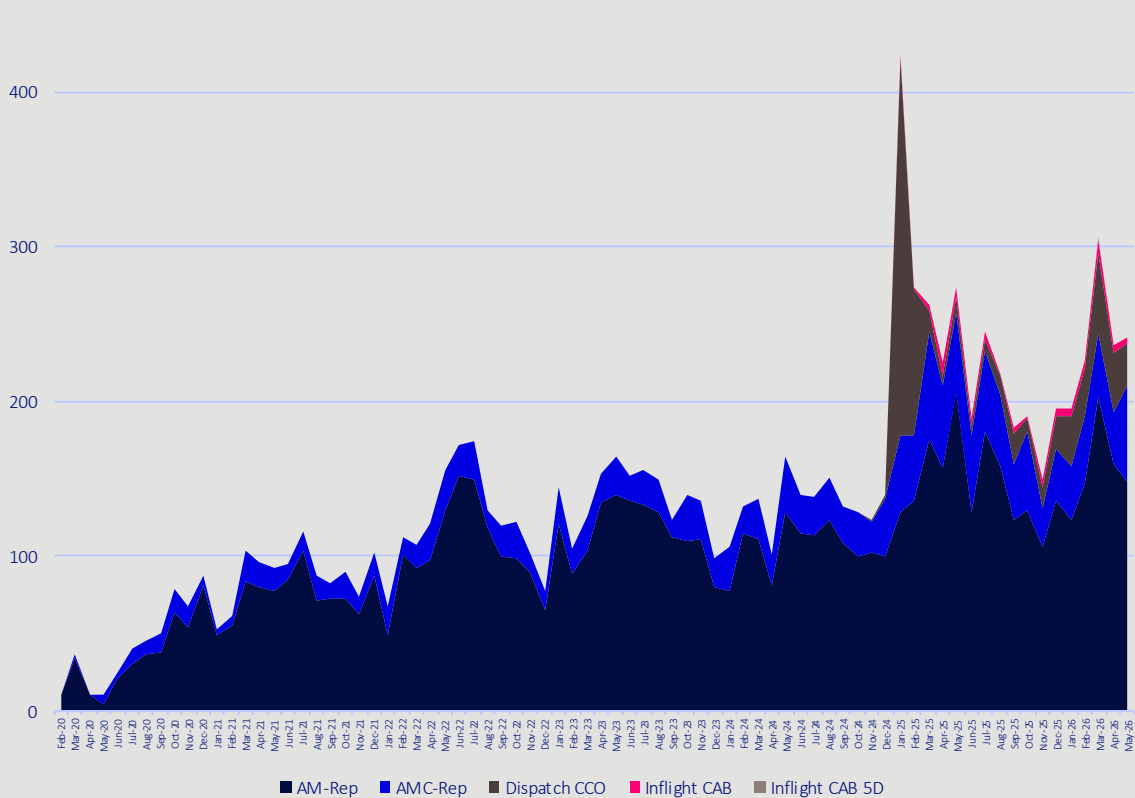


Chart 3 – Total reports by month/year



# Current Status — by Operational Group

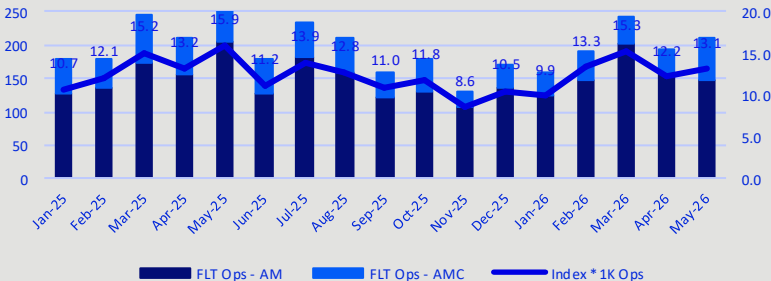
## FLT Ops

# 995

reports YTD

- 7 % YoY
- 12.8 reports per 1,000 GAM Ops

Chart 4 – Total reports & rate  
(Per 1K GAM Ops) FLT Ops GAM



### FLT OPS safety Concerns:

- CFIT
- NAV
- ARC

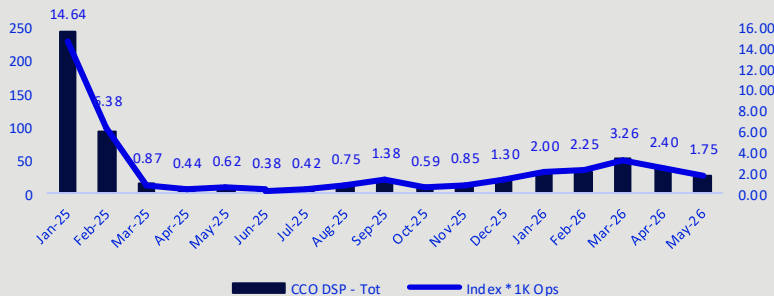
## Dispatch

# 182

reports YTD

- 2.33 reports per 1,000 GAM Ops
- Continue encouraging voluntary reporting through GAMSAP

Chart 5 - Total reports & rate  
(Per 1K GAM Ops) CCO GAM



### OCC Safety Concerns:

- Operational Messaging
- Communication CGO / Ramp Agent. & OCC

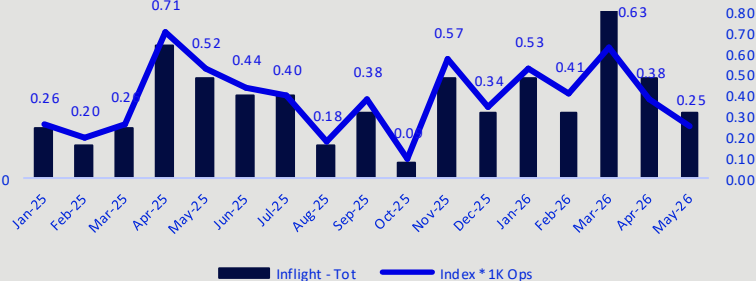
## Inflight

# 30

reports YTD

- +30% YoY
- 0.44 reports per 1,000 GAM Ops
- Participation remains low relative to other Operational Groups

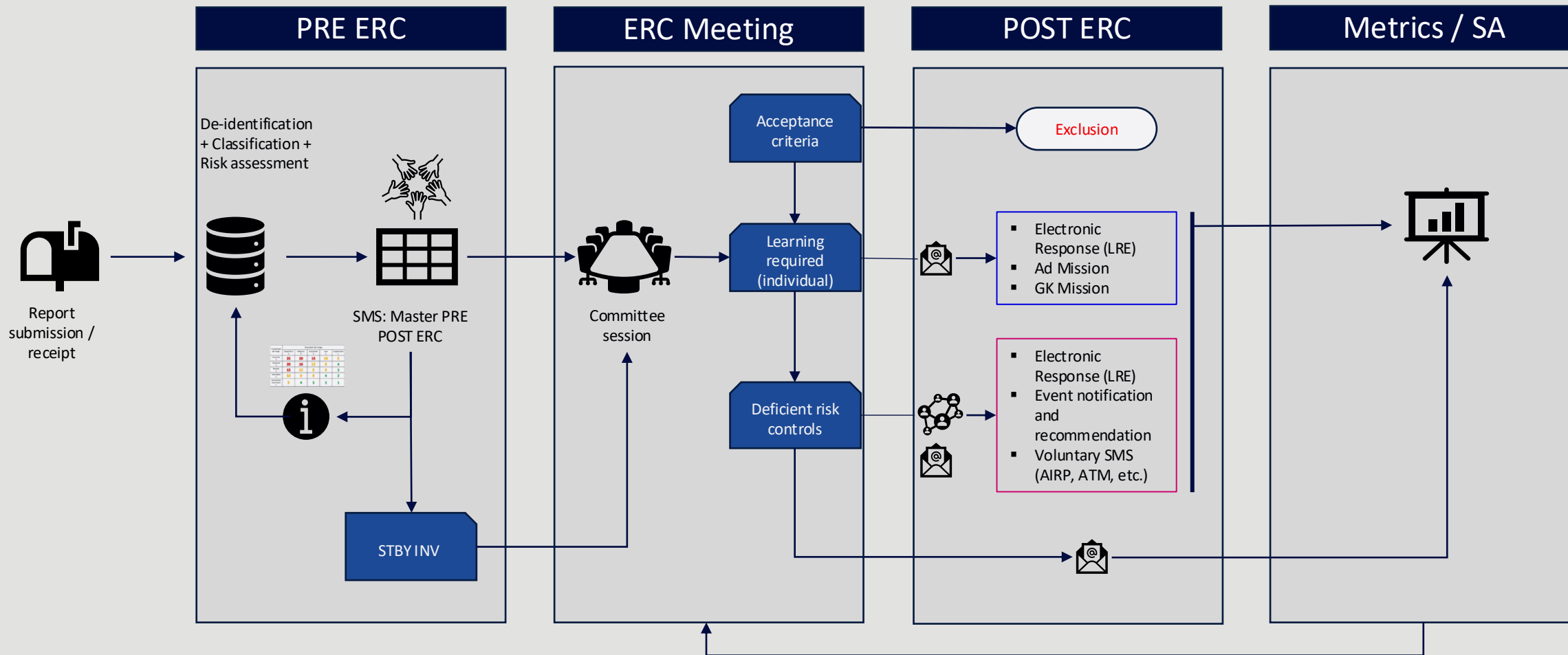
Chart 6 – Total reports & rate  
(Per 1K GAM Ops) CAB GAM



### Inflight Safety Concerns:

- Reports with detailed narratives and introspection

# GAMSAP Report – Lifecycle



# Event Review Committee – Acceptance

## Acceptance Criteria

All GAMSAP reports are accepted  
upon submission

However,

## Exclusion Criteria

Reports may be excluded based on:

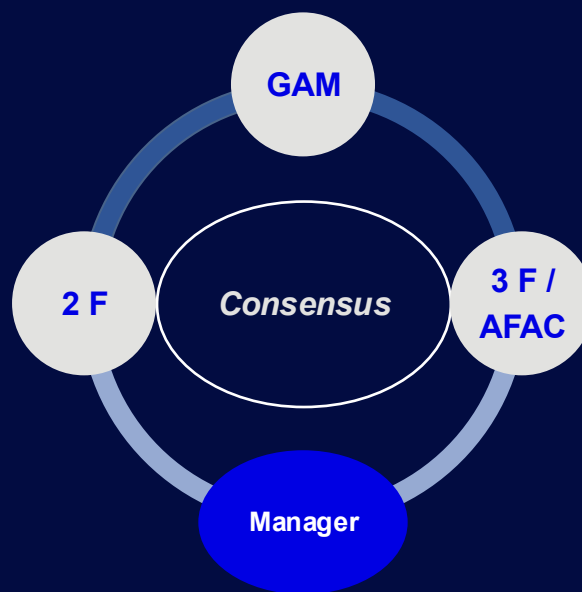
- Criminal activity,
  - Substance abuse,
  - Controlled substances,
  - Alcohol,
  - Intentional falsification,
  - Was not acting within the scope of their job
  - Involves reckless or intentional conduct
- “the Big Five”

Additional exclusion criteria

- Failure to meet acceptance timeframes,
- Failure to complete a corrective action,
- Employee committing the same deviation under the same circumstances,
- Falling outside the Single-Source definition

# Event Review Committee

Collaboration through a MoU  
signed between the union /  
Association and GAM

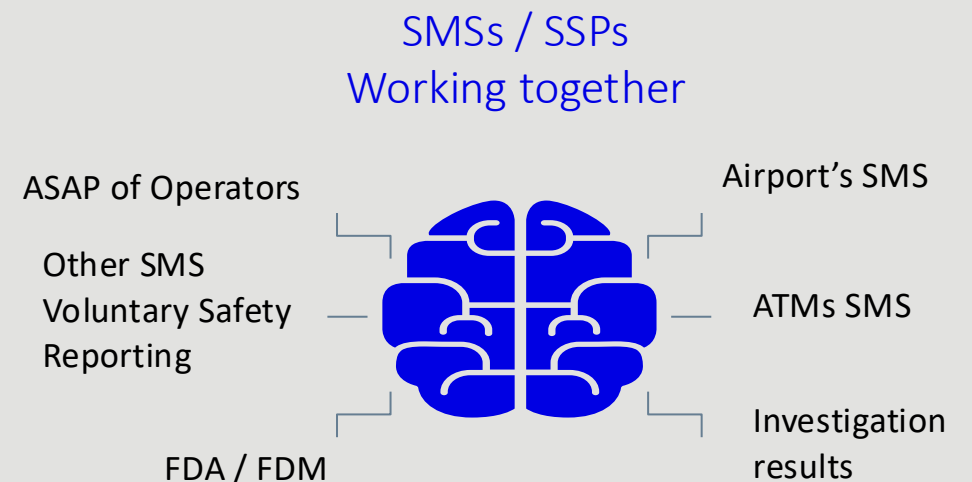


## Core mission

- Assess the report against the acceptance criteria.
- Determine a recommendation:
  - Directed at the individual
  - With a systemic focus (Organization)
  - Event transfer

# What have we learned?

- Human error is a **consequence**, not a **cause**.
- Employees do not **come to work intending** to **make mistakes**.
- Understanding **why actions made sense** at that time generates **more learning** than identifying who was responsible.
- If **it happened to one** Operator/Employee, it **could happen to any** of us under the same circumstances.



# ASAP: Events are analyzed to understand why it happened



Employees are held accountable but are **not penalized for making a mistake**; reckless and intentional conduct are not tolerated.

**GAMSAP Dispatch:** Improve communication between Ramp Dispatcher and OCC Dispatcher.

**GAMSAP Flight Ops:** Overspeed warnings in cruise – weather factors and situational awareness

**GAMSAP Inflight:** Beyond participation levels, the submitted reports reflect a high level of quality and thoughtful Self-analysis

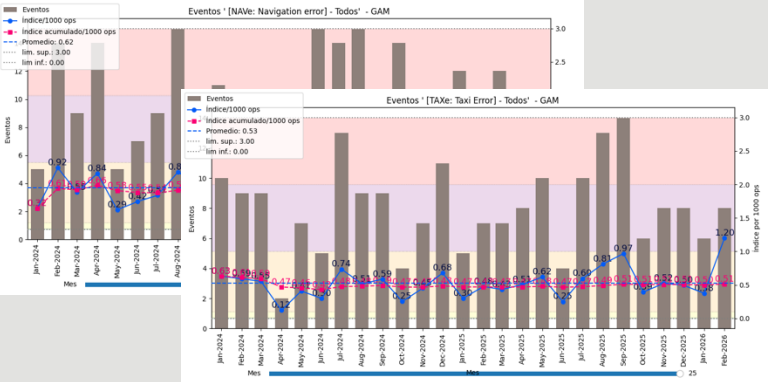
**GAMSAP Flight Ops:** Non-Intentional TO-GA Switch activation instead of A/T disconnection.

**GAMSAP Flight Ops:** Go-around as a critical Safety Barrier (GPWS, UA)

**GAMSAP Flight Ops:** APU ALTITUDE EXCEEDANCE E190

**Integrated in SMS:** Reported Safety concerns provided valuable insights that complement existing SMS sources.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | PROCEDIMIENTO                      | Código: O_PH_GAOT_11   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Comunicación entre Rampa y CCO W&B | Version: Rev. Original |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    | Fecha: 24-Febrero-2028 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                    | Página 2 de 10         |
| <p>1. Propósito</p> <p>Establecer el proceso de comunicación y coordinación con las áreas que proporcionan información clave para la elaboración del peso y balance de forma centralizada para aeropuertos autorizados por la AFAAC, en estricto apego a políticas, procesos y procedimientos documentados en los manuales operacionales aplicables, así como establecer los tiempos en que debe proporcionarse dicha información al área de Peso y Balance.</p> |                                    |                        |
| <p>2. Alcance</p> <p>Aerolíneas de México.<br/>Aerolíneas.<br/>Proveedores de Servicio.<br/>Aplica a todo el personal que interviene en las operaciones de Grupo Aeromexico.</p>                                                                                                                                                                                                                                                                                 |                                    |                        |
| <p>3. Efectividad</p> <p>A partir de la publicación del presente documento.</p>                                                                                                                                                                                                                                                                                                                                                                                  |                                    |                        |
| <p>4. Referencia</p> <p>Manual de Operaciones Terrestres Rev 22.<br/>OA 18-25 Refuerzo responsabilidades GRH para proceso W&amp;B.<br/>Procedimiento Interno O_PH_GAOT_15 Tiempos de actividades durante la estancia de un avión en tierra.<br/>Comunicado 092-24 24 Act Comunicación Representante de Operaciones (RO) a CCO W&amp;B.<br/>IATA Operational Safety Audit.<br/>• IOSA GRH 3.3.1<br/>• IOSA GRH 3.3.2</p>                                          |                                    |                        |
| <p>5. Definiciones y Acrónimos</p> <p>Se encuentran definidas en los manuales normativos de Grupo Aeromexico.</p>                                                                                                                                                                                                                                                                                                                                                |                                    |                        |
| <p>6. Responsable</p> <p>La Gerencia de Procesos y Normatividad es el área responsable de mantener actualizado este procedimiento y promover su cumplimiento.</p>                                                                                                                                                                                                                                                                                                |                                    |                        |
| <p>7. Documentos</p> <p>Manual de Operaciones Terrestres (MOT).</p>                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                        |
| <p>8. Restricciones</p> <p>No aplica</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |                                    |                        |
| <p>9. Sanciones</p> <p>No aplica</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |                                    |                        |





Q&A

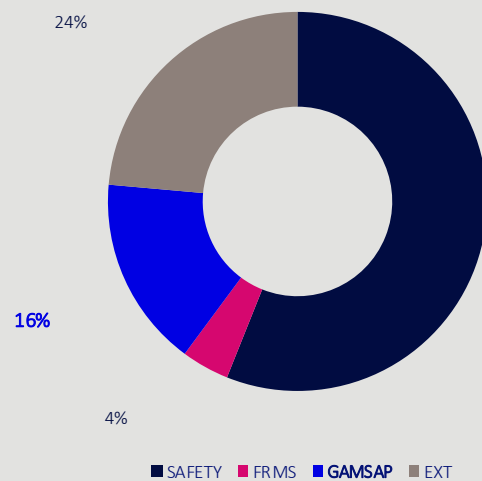


# Appendix — Participation & Action Types



Integral part of the SMS

Chart 2. Participation by Information Source



Systemic / individual actions

