



GROUND INCIDENTS: A COSTLY AFFAIR

NUNO AGHDASSI – HEAD OF FLIGHT SAFETY

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NETJETS

GROUND INCIDENTS EVENTS



ICE ON
WINGS
REMAINING
AFTER DE-
ICE
COMPLETION

POST DE-ICER 1



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POST DE-ICER 2



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ACTIONS:

IMMEDIATE ACTION – **STOP WORKING WITH THE DE-ICING VENDOR**

Vendor Actions:

- The de-icers were re-assessed to ensure they are fully compliant with the correct procedures.
- A process was place to ensure that there is an experienced de-icer on every shift who works alongside lesser experienced de-icers, to ensure they receive ongoing coaching and that all processes are followed.
- Additionally, the Vendor Winter Operations Manual was reviewed and now includes detailed information about the de-icing procedures for each aircraft type in order to provide further guidance to the de-icers.

NetJets Actions

- A follow-up audit was performed that revealed no findings or observations.

THE VENDOR WAS REINSTATE AFTER ALL MITIGATIONS ACTIONS WERE IMPLEMENTED.



A water truck had to get out of the way due to oncoming traffic. The truck hit the RH wing of the aircraft.

Aircraft grounded for 306 days

ACTIONS:

NO REPORT WAS RECEIVED FROM THE AIRPORT AUTHORITIES RELATED TO THIS EVENT.

NO POSSIBILITY TO REQUEST CORRECTIVE OR MITIGATIONS ACTIONS.



*ACTIONS TAKEN
FROM SAFETY
REPORTS
FEEDBACK*

NETJETS

**Toilet/Water
Service cards**

**NetJets Ground Safety
Newsletters**

Inner Circle

Audit Program

**NetJets Ground Handling
Manual updates**

IS-BAH CERTIFICATION

IS-BAH Certification

The need to have standards for Handling Agents performing GA/BA flights – NetJets flew in 2018 to 863 different Airports and YTD 776.

- Developing Safety Requirements
- Developing Quality/Compliance Requirements
- Developing Customer Service Requirements

- The non-existence of Regulations from the Authorities.




- NetJets started to collaborate with EBAA in **2012** to implement the standard that was designed similar to the IS-BAO standard for business aircraft operations – NetJets TOP 20 airports
- **March 2013** EBAA provides an update on the release of the certification
- **May 2014** – NetJets was invited to participate as key speaker for the session: *Introducing the New International Standard for Business Aviation Handling - IS-BAH*
- **July 2014** – Standard implemented
- The first workshop in Lisbon was conducted in **2015** with NetJets collaboration
- At this time there is 186 Handling Agents with IS-BAH certification – ISAGO has 194 registered companies.

*GROUND SAFETY
REACH-OUT PROGRAMME*

Ground Safety Reach-Out Programme

- Collaborative approach aimed at:
 - Identifying issues and opportunities for improvement
 - Supporting the dissemination and implementation of industry-best-practice
 - Sharing of lessons learned and safety management expertise
 - Improving safety awareness across management teams and frontline staff
- Deliverable:
 - PowerPoint presentation deck which can be shown at ground safety gatherings/working groups as well as during visits to our FBOs
- Next Step:
 - Seek partnership with interested FBOs who wish to collaborate in the Ground Safety Reach-out Programme

Ground Safety Reach-Out Programme

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