



ERP Forum Report

Meeting Name: ERP Forum

Date: 2-4 April 2019

Location: IATA HQ YMQ

Attendance: 90 airline attendees from 70+ airlines

Agenda: See Agenda, attached as **Appendix A**.

Purpose The event brought together many senior emergency response experts from IATA member airlines for information sharing and exchange that allowed ERP professionals to learn of recent activations and best practices pertaining to ERP.

IATA Input APCS presented on the new structure within IATA, with regard to Advisory Councils. This was very well received by the attending airlines.

Discussion There was extensive discussion on the creation of some form of working party or task force within the IATA umbrella. This was unanimously voted by the 70+ airlines present. The wishes of the airlines present are attached as **Appendix B**. IATA supports this.

Feedback The proposed remit of such a working group was discussed at length and an outline of some of the work that might be carried out is attached as **Appendix C**. IATA advised the ERP community to create a three year plan to present to the Advisory Council, to justify the creation of a new working group. IATA has undertaken to support this going forwards.

Conclusion: The worldwide ERP community would like to move forwards with the creation of a permanent working group under the IATA umbrella. A group of industry representatives sent a letter to the SVP APCS and a copy is attached as **Appendix D**. The event was very well received: see survey result at **Appendix E**. IATA supports this development.

Next Meeting: Presentation to Advisory Council 8-9 October 2019





Report Prepared by: David Tindley

Appendix A

Agenda for ERP Forum: Montreal, April 2019


Day 1 – Tuesday 2nd April

Sessions managed by Kees Van der Louw (morning) and Gill Sparrow (afternoon)

Time	Description	
0800-0845	Registration, tag pick-up and morning coffee	
0845	Opening, housekeeping, anti-trust requirements	
0900	Welcome Remarks Mathew Vaughan Careen, Director Security, APCS, IATA	
0910	Opening remarks from ERP Forum coordinators Kees Van Der Louw, supported by Tom, Gill, Jana, Greg, Roz and Henry	
0930	Keynote address: "The Tragedy Unfolds" Roz Wheatley, followed by Q & A	
1030 - 1100	Morning Coffee & Networking SPONSORED BY CRISIS VR	
1100	Drone attack and industrial action; lessons learnt from a double 'amber' activation. Tom Parry, Virgin Atlantic	
1145	An Emirates Response Gill Sparrow, Emirates Airlines	
1230 - 1330	Networking Lunch SPONSORED BY JUVARE	
1330	Emergency Response in extreme conditions Canadian Department of National Defence– military aid to civil aviation Major Gerry Favre: Officer in Charge of the Joint Rescue Coordinator Centre Trenton Captain John Landry: Air Coordinator JRCC Trenton	
1430	Video presentation from MH airport manager in AMS during MH17	
1500 - 1530	Afternoon Tea & Networking SPONSORED BY CRISIS VR	
1530	Rodolfo ~ Aero Mexico Durango incident	
1630	Feedback from Athens meeting Dimitrios Sanos; Kees van der Louw; Jana Thomas; Roland Schwendeler	
1700	Day One Closing Address	
1715 - 2100	Traditional Quebecois Cinq à Sept in Pub St. Pierre SPONSORED BY GOCRISIS	




Day 2 – Wednesday 3rd April ~ coffee available from 0830

Sessions managed by Greg Janelle (morning) and Tom Parry (Afternoon)


Time	Description	
0900	Welcome to day two Recap of day one; introduction to Aircraft Recovery Forum	
0905	What is aircraft recovery? Peter Unger, Lufthansa AR: working with ERP teams. Gill Sparrow Emirates Followed by Q & A	
0950	The interface between aircraft recovery, the airline and the airport. How do the airlines interface with aircraft recovery function and airport, investigation team? Discussion led by Peter, Gill, Greg and Jana.	
1030	Morning Coffee & Networking SPONSORED BY CRISIS VR	

Appendix A

Agenda for ERP Forum: Montreal, April 2019

1100	Airport community response Linda Watters and Barb Webster + Q & A	
1230-1400	Networking Lunch SPONSORED BY NOGGIN	
1400	Session for airlines only - What does the industry want from IATA? Future of ERP within IATA framework; How often and when does industry want to meet?	
1410	Break-out session into 4 or 5 groups to discuss: <ul style="list-style-type: none"> • What do you need from IATA? • In which areas would you like to see IATA engaged? • How do you see IATA serving you as members? • What are the issues that concern you most? • How do you see the future of the ERP community working with IATA? 	
1500	Afternoon Tea & Networking SPONSORED BY CRISIS VR	
1530	Presentation of break-out session results to wider group (each group leader to present)	
1600	Consolidation of results and recording of requirements	
1630	Feedback to IATA: Matthew Vaughan – IATA Director of Security and Nick Careen, SVP APCS Q&A session	
1700 - 1900	Wine and cheese soirée on-site SPONSORED BY AVIEM	

Day 3 – Thursday 4th April Coffee available from 0830 Sessions managed by Jana Thomas

Time	Description	
0900	Welcome to day three Recap of day two	
0915	CIRP Programs ~ Murray Monro IFALPA Crews are trained to deal with incidents but the impact on the crew is often underestimated. IFALPA have Critical Incident Response Programs (CIRP) to provide support and to mitigate the impact of an incident that could affect performance, families and health.	
0945	NEW* Expert Q & A Session ~ Hosted by Roz Wheatley We will be quizzing our panel of experienced ER practitioners. Their answers will give vital information, coming from a breadth of airlines of different sizes and from different regions.	
1030	Morning Coffee & Networking SPONSORED BY CRISIS VR	
1100	Best practice session: Changes to IOSA, IGOM, AHM and GOSM including Q & A Beat Jund, Iva Pluhackova and Giuseppe Argento	
1200	Best practice session: Changing legislation Round table – 4 areas of change, followed by discussion; Gill and Jana	
1245	CLOSING REMARKS Nick Careen, IATA SVP APCS	

Appendix B Wish list

Topic	Frequency of request
Development of online training courses	5
Safe place to share information (Chatham house rules)	4
Influence on IOSA changes	7
Website support	4
Longevity	4
Government lobbying	4
Standardization	4
Cross IATA group working	3
Secretarial/Administrative support	3
Lessons learnt database	3
Glossary of terms	3
A voice to feedback to IATA	1
The ability to come under the IATA 'brand'	1
Consultancy	1
Mutual assistance agreements	1

Appendix C

Draft Work Plan

The global ERP community is made up of senior industry subject matter experts discussing key issues and sharing real-world experiences, in order to establish best practices and improve the emergency response of plans member airlines. The vision of these experts is to become the global center of excellence for best practice in emergency response planning. The proposed IATA Working group could work on the following deliverables (including but not limited to):

- Development of the emergency response planning best practices handbook (ERP Handbook)
- Creation of an ERP web site, as a resource for information sharing and best practices
- Creation and maintenance of worldwide ERP professionals contact list
- Work on ICAO Panel for SMS, with regard to ERP and other ICAO panels as may arise
- Ownership of IATA Airport Handling Manual ERP sections
- Review and audit of IATA ITDI ERP courses
- Compilation and update of a worldwide airport planning readiness database
- Compilation of a worldwide airport exercise calendar, allowing members to participate in exercises that affect their operations
- Creation of an annual conference to bring together many senior emergency response experts from our member airlines for information sharing and exchange. Case study presentations by individual airlines on recent activations ensure that attending airlines have an opportunity to learn from real situations. The material from these presentations is also used to create content for the handbook.
- Strengthen the links between operators, airports and regulatory bodies (including WHO and CDC)
- Develop process and procedures to assist operators in enhancing capabilities.
- Identify known or emerging risks to assist operators in developing contingency plans.
- Create and develop mutual aid agreements and processes. Many airlines are not part of alliances and therefore rely on the IATA network to seek support and assistance during activation of emergency response plans.

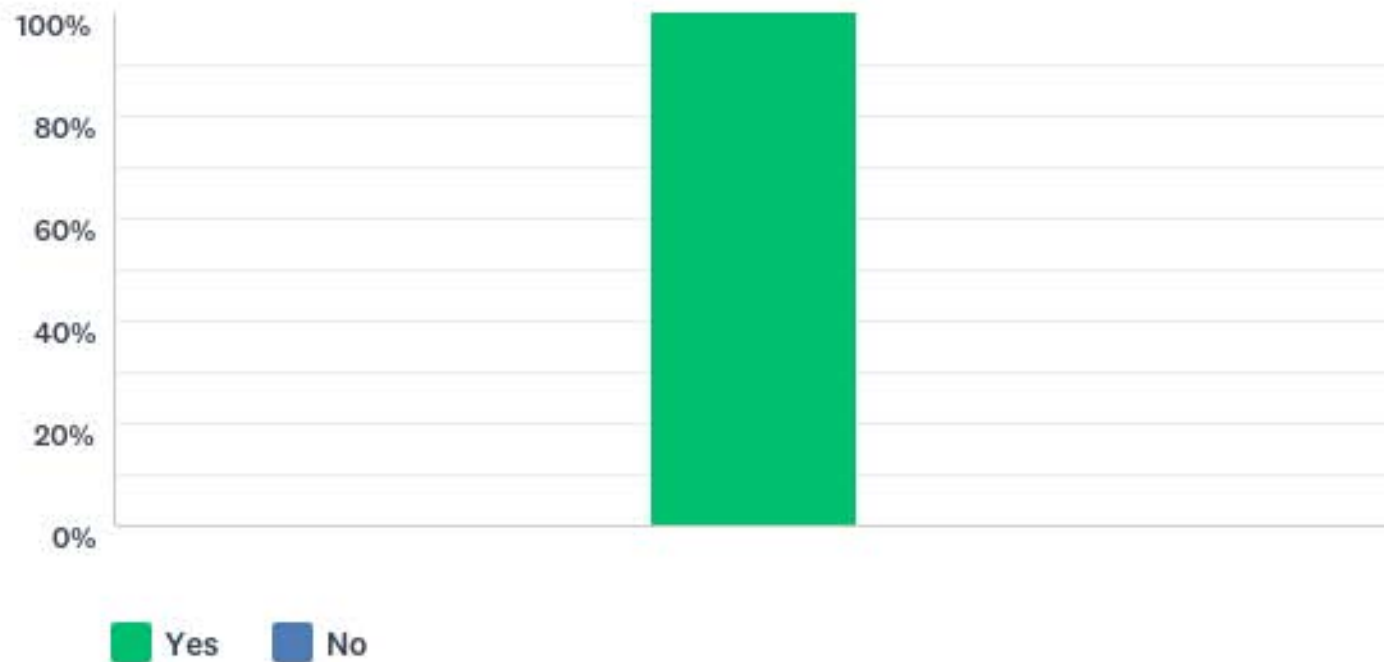
Objectives

- Maintain, develop and continually update the IATA ERP Guidance Handbook, to produce regular updates and new editions as necessary;
- Development of best practices to assist operators in becoming more prepared for crisis and updating guidance material accordingly;
- Development of operating standards, training guidelines, products and services designed to achieve the general objectives of the improvement of ERP worldwide
- Facilitate industry learning by the sharing of lessons learned from real-life activation. This exchange of safety-related business continuity and emergency response planning knowledge will be facilitated during the annual industry meeting;
- Reporting to the IOC, act as subject matter experts for the revision of IOSA ISARPs;
- Reporting to IATA Training and Development Institute (ITDI), act as subject matter experts for course material for IATA ERP and Business Continuity training courses;
- Reporting to IATA Ground Operations, act as subject matter experts in the compilation and revision of all Airport Handling Manual (AHM) and IATA Ground Operations Manual (IGOM) sections relating to ERP;
- Build and maintain ongoing functional relationships between the ERP community and IATA member airlines;
- Build and maintain ongoing functional relationships between the ERP community and external, non-airline entities (e.g. airports, service providers, consultants, regulators, government and non-governmental agencies etc.) with regard to all ERP and crisis related issues.

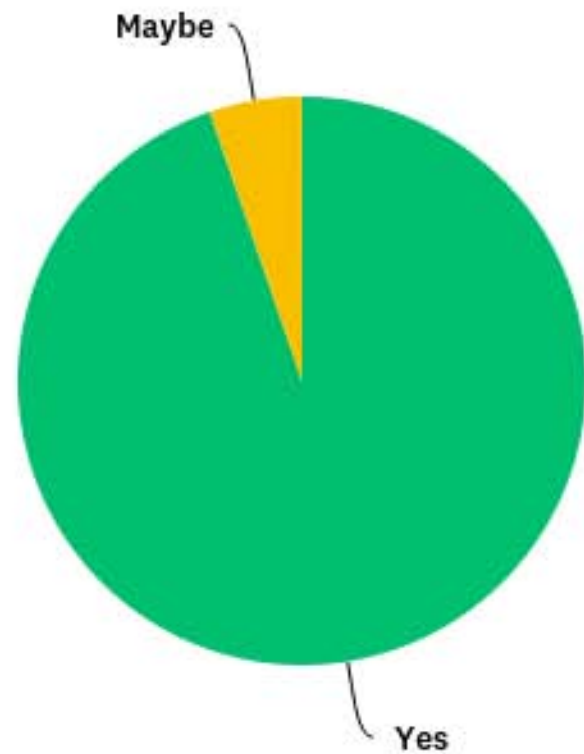
Appendix E

Survey Results

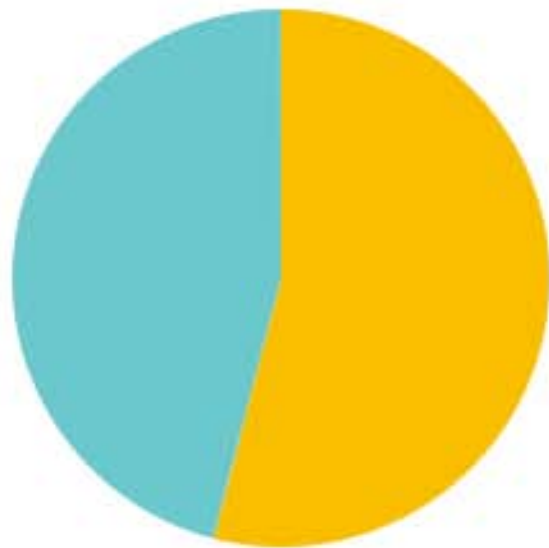
Q2 Did you find this event useful?



Q9 Would you attend future such meetings?



Q8 Overall, how satisfied were you with the ERP Forum?



■ Did Not Meet Expectations ■ Somewhat Satisfied ■ Satisfied
■ Exceeded Expectations

Q7 Was the organisation of the event to your expectations?



■ Did Not Meet Expectations ■ Somewhat Satisfied ■ Satisfied
■ Exceeded Expectations