**GENERAL SESSION GUIDANCE**

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| **Tuesday – June 13, 2023** | | |
| **TIME** | **EVENT** | **GUIDANCE** |
| 07:00 – 16:30 | **Registration** | **-** |
| 08:25 – 09:00 | **Opening Ceremony**  **Speakers:**  Jose Ricardo Botelho, Executive Director and CEO / Latin American and Caribbean Air Transport Association (ALTA)  Peter Cerdá, Regional Vice President / International Air Transport Association (IATA)  General of Aviation Raúl Jorquera Conrads, General Director / General Directorate of Civil Aeronautics (DGAC) | Botelho will give a 10-minute welcome speech to the attendees on behalf of ALTA.  Following him, Peter will deliver a 5-minute message on behalf of IATA.  To conclude the opening ceremony, General Jorquera will give a 20-minute presentation.  **RMK**: There is no scheduled time for audience questions. |
| 09:00 – 09:30 | **CEOs Special Message: Safety Culture**  **Speakers:**  Estuardo Ortiz, CEO / JetSMART  Hernan Pasman, COO, on behalf of Roberto Alvo, CEO / LATAM Airlines Group  José Ignacio Dougnac, CEO / SKY Airline | Safety Culture is **the way Safety is perceived, valued, and prioritized in an organization. It reflects the real commitment to Safety at all levels in the organization.**It has also been described as "how an organization behaves when no one is watching".  [https://www.skybrary.aero/articles/Safety-culture](https://www.skybrary.aero/articles/safety-culture)  Each CEO will have 10 minutes to deliver their special message addressing the Safety Culture topic regarding their organizations, emphasizing the importance of the subject and the actions taken in this context.  **RMK**: There is no scheduled time for audience questions. |
| 09:30 – 10:00 | **Presentation: Safety Performance and Sustainability in LATAM/CAR Region**  **Speaker:** Enrique Rosende, VP of Safety, Security & HSE / LATAM Airlines Group | Don Enrique Rosende will talk about the history, evolution, and current landscape of Safety performance of commercial aviation operations in the region, highlighting the work carried out over the years to make this mode of transportation increasingly safe. In terms of Safety, how we are comparing to the rest of the world?  He will also talk about the relevance of having a sustainable aviation and the necessity to take urgent action to combat climate change and its impact are transforming civil aviation. It is important to balance the long-term positive effects aviation has on the global economy, social development, inclusiveness, equitability, and infrastructure development against the different pressures on the aviation system to manage its environmental impact. The pressures on the aviation system, if not properly identified and counterbalanced, can lead to the reduction in Safety margins  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 10:00 – 10:30 | **Coffee break** | **-** |
| 10:30 – 11:30 | **Panel: Collaborative Safety Teams**  **Moderator:** Santiago Saltos, Regional Safety Director / Airbus, and Industry Co-chair / PA-RAST  **Panelists:**  CAST experience – Gerardo Hueto, Aviation Safety, Safety Engineer, Integrated Safety Teams, AVP-230 / Federal Aviation Administration (FAA), and States Co-chair / PA-RAST  BCAST key points – Capt. Marcelo Marcusso, Safety Manager / LATAM Airlines Group, and President / Brazilian Commercial Aviation Safety Team (BCAST) | The panel will address the importance of establishing Collaborative Safety Teams (CST) for operational Safety.  As the demand and complexity of the air transport system increases, continuous improvement of Safety across the entire aviation system requires not only the development of policies and processes for identifying and mitigating risks, but also the adoption of new tools and mechanisms. that can further drive Safety improvements. The CST concept is part of these Safety tools at the State level.  At a strategic level, the overarching purpose of the CST concept is to foster collaboration between aviation industry stakeholders towards the continuous improvement of Safety.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 11:30 – 13:00 | **Panel: Human Performance for Safety**  **Moderator**: Sophia Ghezai, Program Director / Flight Safety Foundation  **Panelists**:  Language as a Human Factor – Elizabeth Mathews, Associate Professor / Embry-Riddle Aeronautical University  Mental Health & Pilot Wellness (regulatory perspective) – Dr. Penny Giovanetti, D.O., Director, Medical Specialties Division, Office of Aerospace Medicine - Medical Specialties Division / Federal Aviation Administration (FAA)  Wellbeing and Resilience: Training for the next generation of aviators – Capt. Reyné O'Shaughnessy, Airline pilot and Captain of a B-767 / Founder of Piloting 2 Wellbeing / Author of the published book on the importance of mental health in aviation  Peer Support from Airline Perspective – Dr. Julia Behrend, Safety Innovation & Human Performance / Air France | **This panel will address important issues related to human factors for Safety performance.**  **Language as a human factor**  When ICAO published its Language Proficiency Requirements (LPRs) in 2003, it noted that "recent major accident investigations have indicated lack of proficiency and comprehension of the English language by flight crews and air traffic controllers alike as a contributing factor”.  Furthermore, according to ICAO, “between 1976 and 2000, more than 1,100 passengers and crew lost their lives in accidents where language issues played a contributory role”.  In 2017, Embry-Riddle Aeronautical University launched the Language as a Human Factor in Aviation Safety (LHUFT) initiative.  **Mental Health & Pilot Wellness**  Mental well-being and the absence of mental illness are essential to a safe performance of pilots and aviation Safety-sensitive duties. There are many mental health conditions, such as grief, psychosocial stress, depression, anxiety, panic disorders, personality disorders, and substance misuse/abuse, that are common, and that show patterns that facilitate early detection, and that have proven effective treatment strategies.  The topic will be addressed from both the regulatory and pilot perspectives.  <https://skybrary.aero/articles/pilot-mental-health>  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 13:00 – 14:15 | **Lunch** | **-** |

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| 14:15 – 15:45 | **Panel: Safety key points**  **Moderator:** Javier Puente, SAM Regional Officer, Safety Implementation / International Civil Aviation Organization (ICAO)  **Panelists:**  Data Analysis – Capt. Christopher Collins, Director of Flight Safety / Delta Air Lines  Wildlife Strikes – Capt. Alvaro Pereira, Manager of Operational Safety (Flight) / Copa Airlines  Safety Management System (SMS) in maintenance organizations – Capt. Alexandre Gandini, Executive Manager of Line Maintenance and Engineering / Gol Linhas Aéreas  Severe Turbulence – Capt. Fernando Castillo, Safety Manager / Aerolíneas Argentinas | **This panel will address important Safety issues.**  **Data Analysis**  A process of analyzing recorded flight data in order to improve the Safety of flight operations. (ICAO Annex 6 - Operation of aircraft).  The importance of this topic and the existing best practices for extracting the greatest possible benefit from the process will be demonstrated.  <https://skybrary.aero/articles/flight-data-monitoring-fdm>  **Wildlife Strikes**  A wildlife strike is a collision between an animal and an aircraft which is in flight or on a takeoff or landing roll. The term used to describe such events was initially bird strike since this was the most common scenario. However, the increased number of flights and new airfields in use by the Commercial Aviation resulted, among other aspects, in the increase of collisions between aircraft and animals other than birds.  Wildlife strikes can be a significant threat to Safety of aircraft.  The impact on operations and measures aimed at mitigating the problem will be shown.  <https://www.skybrary.aero/articles/wildlife-strike>  **Safety Management System (SMS) in maintenance organizations**  A **Safety management system (SMS)** is a systematic approach to managing Safety, including the necessary organizational structures, accountabilities, policies and procedures.  The importance of SMS in maintenance organizations will be highlighted in this presentation.  [https://www.skybrary.aero/articles/Safety-management-system](https://www.skybrary.aero/articles/safety-management-system)  **Severe Turbulence**  Turbulence is caused by the relative movement of disturbed air through which an aircraft is flying. Its origin may be thermal or mechanical and it may occur either within or clear of cloud. The absolute severity of turbulence depends directly upon the rate at which the speed or the direction of airflow (or both) is changing, although perception of the severity of turbulence which has been encountered will be affected by the mass of the aircraft involved.  The impact on operations and measures aimed at mitigating the problem will be shown.  <https://www.skybrary.aero/articles/turbulence>  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |

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| 15:45 – 16:15 | **Special Message: Safety Leadership**  **Speakers:**  Lacey Pittman, Vice President Global Aerospace Safety Initiative / Boeing  Robert L. Sumwalt, Executive Director, Boeing Center for Aviation and Aerospace Safety at Embry-Riddle Aeronautical University / Former Chairman, NTSB | Accident investigations have identified a poor Safety culture as a factor that increases the probability and severity of accidents and incidents.  It is also recognized that fostering a strong organizational Safety culture requires the continuous effort of all employees in the organization, but especially, the commitment of the Senior executives. Leadership actions and examples reverberates through the organization and impact the actions of all employees at all levels.  This is why providing greater visibility to the importance of Safety Leadership and Culture in a Safety-critical industry such as aviation is a priority.  [https://www.iata.org/en/programs/Safety/Safety-leadership/](https://www.iata.org/en/programs/safety/safety-leadership/)  It is suggested that each panelist give a 10-minute presentation on the topic, highlighting the importance of leadership in their professional growth and in carrying out their activities.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 16:15 – 16:40 | **Coffee break** | **-** |
| 16:40 – 17:50 | **Panel: Synergy between Safety & Operations**  **Moderator:** Hernan Pasman, COO / LATAM Airlines Group  **Panelists:**  Competency-based Training and Assessment (CBTA) – Capt. Mark James Diaz, Safety Pilot / Boeing  Training as part of the Safety Management System (SMS) – Capt. Juan Esteban Kappaz Saad, Director of Flight Operations / Avianca  Fatigue Management – Alfonso Arroyo, Representative for Latin America, and the Caribbean / European Union Aviation Safety Agency (EASA) | Safety and operations may be mutually beneficial and when these areas are integrated, both systems seem to perform better.  This panel will explore the importance of permanent cooperation and coordination between the two sectors and how the issues managed on a daily basis by flight operations area are closely linked to flight Safety performance of the organization.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 17:50 – 18:20 | **Presentation: Crisis Communications**  **Speaker:** Robert L. Sumwalt, Executive Director, Boeing Center for Aviation and Aerospace Safety at Embry-Riddle Aeronautical University / Former Chairman, NTSB | A crisis situation is the result of a major internal or external event which impacts upon the Organization in the context of public Safety, staff Safety, service continuity, or Organization reputation and related public confidence (e.g. the terrorist attacks of 11 September 2001). In some cases, a crisis may be defined as an event that is not directly related to the Organization but that is linked to its activities and that has substantial public interest e.g. failure of an external supplier.  <https://www.skybrary.aero/articles/crisis-management>  Crisis communication refers to the technologies, systems and protocols that enable an organization to effectively communicate during a major threat to its business or reputation.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |

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| **Wednesday – June 14, 2023** | | |
| **TIME** | **EVENT** | **GUIDANCE** |
| 07:00 – 08:30 | **Registration** | **-** |
| 08:00 – 09:00 | **Panel: Safety and Risk Management Best Practices**  **Moderator:** Nicholas Reyes, Director, Western Hemisphere Office, International Affairs / Federal Aviation Administration (FAA)  **Panelists:**  Submarine Operation – Commander Sergio Carter / Chilean Navy Risk control strategy for air traffic controllers’ unsafe acts – Javier Alejandro Vanegas, Director for Latin America and Caribe / CANSO, and Industry Co-chair / RASG-PA | The objective of Risk Management is to ensure that the risks associated with hazards to flight operations are systematically and formally identified, assessed, and managed within acceptable Safety levels.  The goal of this panel is to learn how other industries manage the risk of their operations.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 09:00 – 10:15 | **Panel: Chilean Commercial Aviation Safety Update**  **Moderator:** Cesar Mac-Namara, Director of Operational Safety / DGAC Chile  **Panelists:**  Jaime Silva, Director of Safety / JetSMART  Capt. Rafael Rastrello, Director of Safety / LATAM Airlines Group  David Galvez, Safety & Controlling Director, Chief Compliance Officer / SKY Airline | This panel will bring together some of the key players in Chile's commercial civil aviation to discuss common interests.  It will be important to understand the sector's main challenges and ongoing proposals to make the Chilean aviation increasingly larger, safer, and sustainable.  This meeting is also expected to symbolize the start of the Collaborative Safety Team (CST) of Chile's work  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 10:15 – 10:40 | **Coffee break** | **-** |
| 10:40 – 11:10 | **Panel: Improving Safety & Ops in our region**  **Moderator:** Capt. Marcelo Marcusso, Safety Manager / LATAM Airlines Group, and President / Brazilian Commercial Aviation Safety Team (BCAST)  **Panelists:**  Capt. Danilo Andrade, Director of Flight Operations / Gol Linhas Aéreas  Capt. Juan Carlos Gonzales Curzio, SVP of Safety / Grupo AeroMexico, and Chairman for SSQ (Safety, Security and Quality) Group / SkyTeam | The idea is to have, for 20 minutes, a conversation between the three Captains (the Chair who is ending his “mandate” and the new Co-Chairs) on topics relevant to Safety in our region (Latin America and the Caribbean).  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |

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| 11:10 – 12:40 | **Panel: Manufactures Infoshare – The close relationship between automation and Safety – technological evolution of aircraft**  **Moderator:** Capt. José A. Ruiz Llorente, Regional Director Operations, Safety and Security, The Americas / International Air Transport Association (IATA)  **Panelists:**  Airbus – Capt. Craig Hildebrandt, Senior Director, Safety and Flight Ops Technical Affairs  ATR – Riccardo Petrucci, VP Technical Support & Regional Flight Safety Manager, Americas  Boeing – David Zeitouni, Senior Technical Fellow, Flight Deck Architect  Embraer – Patrice London Guedes, Performance Engineer - Technology Development E2TS Project - Team Leader | The aviation industry has seen significant advancements in aircraft technology over the years, and one of the most notable areas of improvement has been in the use of automation. Automation plays a critical role in enhancing aviation Safety, and its evolution has been a driving force behind the technological advancements of modern aircraft.  Automation systems, such as flight management systems, autopilots, and other advanced avionics, can help pilots fly the aircraft more safely and efficiently, reducing the likelihood of accidents.  Moreover, automation systems can enhance situational awareness and help pilots manage complex flight operations.  Despite the benefits of automation, it is important to note that it can also introduce new risks. For example, reliance on automation can reduce a pilot's manual flying skills and situational awareness. Therefore, it is essential to strike a balance between automation and human control to ensure safe and efficient flight operations.  **RMK:** It is suggested that the final 10 minutes be allocated to audience questions. |
| 12:40 – 12:50 | **Closing remarks** | **-** |