

Reachout No. 39

**Almaty, Kazakhstan
7 to 11 February 2011**

**Hosted by
Air Astana**

1. Introduction

1.1 Air Astana hosted the 39th ISASI Reachout Workshop on Incident Investigation and Safety Risk Management in Almaty, Kazakhstan. The workshop was opened on 7 February 2011. On behalf of the ISASI President, Frank DeIGandio, Caj Frostell (ISASI International Councilor) thanked Air Astana for hosting the workshop.

1.2 The workshop was held at the training facilities of Air Astana in the vicinity of the Almaty International Airport. The training room provided comfortable space for the 18 participants. Lunch was offered in the restaurant of the Air Astana training center. At the closing ceremony on 11 February 2011, ISASI certificates were presented to 18 participants in the presence of Gerhard Coetzee, Senior Vice-President, Corporate Safety and Quality Assurance of Air Astana.

2. Technical content of the workshop

2.1 The instructor for the incident investigation subjects was Caj Frostell. Mike Doiron was the instructor for the Safety Risk Management subjects. Presentations were provided on:

- International requirements for SMS and Airline Safety Programmes;
- Introduction to SMS and lessons learned;
- Developing the right safety culture;
- Managing human performance issues;
- Developing stress strategies and managing fatigue;
- Incident investigation and analysis using the SHELL model;
- Developing a just culture safety program;
- Mandatory incident reporting systems;
- Incident reporting within an airline;
- In-house incident investigations as part of SMS;
- SMS hazard identification and risk management;
- Identifying key safety issues;
- Automation: friend or foe;
- Threat and error management;
- Naturalistic decision making (accident prevention);
- Incident investigation case studies;
- Human factors analysis classification system; and
- Weather-related risks.

2.2 The programme included several interactive case studies and working group assignments.

3. Participants

3.1 The 18 participants from Air Astana represented all operational areas, including pilots (involved in company safety management), maintenance and quality engineers, aviation security personnel, and safety department personnel. Some participants were from other Air Astana stations, such as the capital Astana.

4. Participant hand-outs and materials

4.1 The ISASI instructor training material comprised paper handouts and a CD with published manuals and booklets providing considerable background materials for future reference. Each participant received copies of these.. In addition, ISASI membership forms were made available to the participants.

4.2 The arrangements at Air Astana and in Almaty were provided by Anna Nuzhina and Gerhard Coetzee. The outstanding arrangements and assistance rendered to the instructors were invaluable in all aspects.

5. Conclusions

5.1 Being a Corporate Member of ISASI, the management of Air Astana was pleased to welcome ISASI activities at their home base. The Senior Vice-President, Mr. Coetzee, and the participants were most appreciative to ISASI for bringing the Reachout Workshop Programme to Almaty and to the instructors for sharing their knowledge and experience. Mr. Coetzee mentioned that ISASI has certainly found a new group of admirers in his staff and welcomed ISASI back to Almaty on another occasion.

5.2 The instructors enjoyed the discussions with the Air Astana safety professionals and were impressed with the high quality and multitude of safety programmes implemented under the auspices of the Safety Department.

5.3 Instructor travel and accommodation in Almaty was provided by Air Astana. Air Astana accommodated the instructors on their Boeing 757 flights between Bangkok and Almaty.



Mr. Coetzee, Senior Vice-President, Corporate Safety and Quality Assurance, thanking the instructors Messrs. Caj Frostell and Mike Doiron.



Participants at the 39th ISASI Reachout Workshop in Almaty, Kazakhstan hosted by Air Astana.



The Air Astana participants at the 39th ISASI Reachout Workshop in Almaty, Kazakhstan.



The ISASI instructors, Messrs. Caj Frostell and Mike Doiron, with some ISASI workshop participants outside the Air Astana Training Center in Almaty.

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