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ALLIANCE AIR
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**FEBRUARY 2025**


# FLIGHT SAFETY NEWS LETTER / SAFETY BULLETIN

- **In Focus –** Cabin Safety Activities
  *[COURTESY BY IATA ANNUAL SAFETY REPORT]*
- **IATA Operational Safety Audit**
- **Safety Policy – Alliance Air Aviation Ltd.**
- **Case Study –** Occurrence of Windshield Crack
- **Meeting / Engagement** – ERP Table Top Exercise conducted on 7th February 2025

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NEWS LETTER/SAFETY BULLETIN ISSUED, UNDER THE PROVISION OF DGCA CAR SECTION 5 SERIES F, PART I – APPENDIX-D

# IN FOCUS

## Cabin Safety Activities

*[COURTESY BY IATA ANNUAL SAFETY REPORT]*

IATA's activities to support airlines include risk assessment, training, publication of guidance materials, and setting global standards for cabin safety.

The Cabin Operations Safety Best Practices Guide is a comprehensive guidance document covering all aspects of Cabin Safety Management. Edition 10 published in December 2024, includes new guidance material for lithium battery firefighting. As well as providing information and guidance to address existing risks, it is also published to help airlines determine best practices to assist them in complying with the IOSA standards which are a prerequisite for their continued IATA membership.

The IOSA Standards Manual section 5 includes the global cabin safety standards required for IATA membership and is updated annually by IATA's Cabin Operations Safety Task Force, a team of cabin safety specialists from airlines who work closely with IATA to guide our activities each year.

Following the launch of the IATA Connect resource, the Cabin Group has established itself as the most direct communication channel between airlines, IATA, and selected Strategic Partners to discuss issues and challenges and to support the effective implementation of safety management systems within the cabin.

# IN FOCUS

## Cabin Safety Activities

IATA encourages all airlines to ensure that their Cabin Safety Management team are registered to join this valuable resource and therefore participate in the global discussions on Cabin Safety issues.

IATA facilitates regular conferences, webinars, and events to ensure airlines come together to discuss important safety risks, issues, and concerns. During the IATA WSOC safety experts discussed issues within the following four content tracks:

- Cabin Safety;
- Flight Operations;
- Safety and Risk Management;
- Emergency Response and Aircraft Recovery.

Bringing together delegates from four related, yet different disciplines was a great opportunity to raise awareness of the similarities, the differences, and the cross divisional issues faced by all. Cabin Safety is an integral part of Flight Operations, Safety and Risk Management and Emergency Response, and while it is necessary to maintain a separate platform to discuss cabin safety issues, the impact on others must also be considered and discussed openly.

# IATA Operational Safety Audit

**Description :** The International Air Transport Association (IATA) established the IATA Operational Safety Audit (IOSA) Programme, now internationally recognised and accepted, as an evaluation system designed to assess the operational management and control systems of an airline. The aims of the IOSA programme are:

- To improve airline operational safety through the industry's first globally accepted audit programme using internationally harmonised standards.
- To improve airline efficiency by eliminating redundant audits.

IOSA is based on industry-proven quality audit principles, and is designed to ensure that each audit is conducted in a standardised manner to achieve consistent results.

All IATA members are IOSA-registered and must remain registered to maintain IATA membership. Conversely, IATA membership is not a requirement to undergo an IOSA audit. According to IATA, there are dozens of airlines on the IOSA registry that are not IATA members.

**Programme Evolution and Governance :** IOSA was established in 2003 to meet airline industry needs for common globally-harmonised operating safety standards.

Prior to implementation of IOSA, airlines audited one another on their ability to deliver safe operation. The audits had varying standards with no consistency. Implementation of IOSA has led to airlines from all regions having incorporated IOSA Standards into their airline operations. IOSA is a major component of industry efforts to improve aviation safety, and is now recognised globally as the benchmark safety audit programme.

# IATA Operational Safety Audit

IOSA is not intended as a substitute for state regulatory authority oversight. However, IOSA audit reports can provide valuable additional data that can assist States in risk assessment and in planning their own inspections. A growing number of governments are planning to incorporate IOSA as part of their certification process.

The IOSA programme is subject to oversight by the IOSA Oversight Committee (IOC) - an entity within the IATA governance structure established to ensure that:

- The IOSA programme team uses processes compliant with recognised quality standards;
- The IATA member airlines play an active role in the IOSA programme;
- The IOC roster is representative of the global industry.

The IOC is comprised of representatives from twenty-five member airlines and ten regulatory authorities. The IOC reports to the Operations Committee, which in turn, reports to the IATA Board of Governors.

**IOSA Standards :** IOSA provides a common set of audit standards that are centrally managed, continuously updated, and consistently implemented by experts and industry professionals. IOSA standards are derived from all relevant ICAO standards, in particular Annexes 1, 6, and 8, as well as from regulations of the European Union Aviation Safety Agency (EASA), Federal Aviation Administration (FAA), and industry best practices. The IOSA standards are based on eight areas that contribute to airline operational safety.

# IATA Operational Safety Audit

These are:

- Corporate Organisation and Management Systems (ORG)
- Flight Operations (FLT)
- Operational Control - Flight Dispatch (DSP)
- Aircraft Engineering and Maintenance (MNT)
- Cabin Operations (CAB)
- Ground Handling (GRH)
- Cargo Operations (CGO)
- Operational Security (SEC)

IOSA Standards are specified systems, policies, programs, processes, procedures, plans, sets of measures, facilities, components, types of equipment or any other aspect of operations under the scope of IOSA that are considered an operational necessity, and with which an operator will be expected to be in conformity at the conclusion of the Audit.

During an audit, determination of nonconformity with specifications contained in an IOSA Standard results in a finding, which in turn results in the generation of a Corrective Action Report (CAR) by the Audit Organization (AO) that conducted the Audit.

To close a finding, an operator will be required to respond with a Corrective Action Plan (CAP) that is acceptable to the AO, and then implement corrective action in accordance with the CAP. The implementation of corrective action will be verified by the AO.

# IATA Operational Safety Audit

**Safety Improvement :** Trend data flowing from IOSA audits can be used together with data from other safety programmes in IATA to help focus industry awareness on areas in need of safety improvement.

**Audit Organisations and Process :** IOSA audits are carried out by organisations accredited by IATA. Accreditation of an audit organisation (AO) is therefore the process used by IATA to regulate and control the conduct of audits and to ensure the necessary level of IOSA programme quality and standardisation.

The IOSA audit report is the official final record of an audit containing information regarding the conduct and results of the audit, implementation of corrective actions and closure of all findings. The IOSA audit report is the property of the auditee airline, but is subject to extensive quality control verification by IATA.

Interested parties wishing to view an IOSA audit report can go to the IOSA registry and request a report. IATA handles all requests in a secure and confidential manner on behalf of the auditee airline. Each request is verified and, prior to releasing the report, the auditee airline must provide final approval.

**IOSA Registration :**Airlines that have undergone an IOSA audit by an IATA accredited audit organisation and have cleared all findings, enter the IOSA registry. The IOSA registry is a listing of all IOSA registered operators and is updated on a continuous basis. IOSA registration is a confirmation of the commitment of an airline to deliver a safe operation based on the standards contained in the IOSA standards manual.

# IATA Operational Safety Audit

It is important to note that IOSA is an audit of an airline's operational procedures and documentation - it is not a physical inspection of aircraft. To maintain their status on the IOSA registry, airlines must undergo, and complete, an IOSA audit every two years.

**Benefits of IOSA :** With the implementation and international acceptance of IOSA, airlines and regulators will achieve the following benefits:

- The establishment of the first internationally recognised operational audit standards;
- A reduction of costs and audit resource requirements for airlines and regulators;
- Continuous updating of standards to reflect regulatory revisions and the evolution of best practices within the industry;
- A quality audit programme under the continuing stewardship of IATA;
- Accredited audit organisations with formally trained and qualified auditors;
- Accredited training organisations with structured auditor training courses;
- A structured audit methodology, including standardised checklists;
- Elimination of audit redundancy through mutual acceptance of audit reports; and,
- Development of auditor training courses for the airline industry.

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# Safety Policy – Alliance Air Aviation Ltd.

AAAL/FS/CEO/2024/148 6th November, 2024

## SAFETY POLICY

Safety is one of the core business functions of Alliance Air. We are committed to develop, implement, maintain and we constantly improve strategies and to ensure that all our aviation activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance through a Safety Management System(SMS) and meeting National and International standards, while delivering our services.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO) of Alliance Air. All Chiefs /Departmental Heads will appropriately implement and integrate the Safety Management System (SMS) throughout the Organization to address safety of aircraft operations.

The Safety policy will be carried forward by all Department Heads to all employees and shall be visible throughout the Organisation by means of communiqués, posters, website and other terms of information.

Alliance Air is committed to:

a. Support the management of safety through the provision of all appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization.

b. Enforce the management of safety as a primary responsibility of all managers and employees.

c. Clearly define for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system.

d. Establish and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is as low as reasonably practicable (ALARP).

e. Alliance Air has its own system of hazard reporting that is Confidential reporting system and Voluntary reporting system, under this system, anyone who witnesses or is involved or has knowledge of an event, hazard or situation which he or she believes to have posed a risk to safety or a potential threat to safety may report the same on E-mail ID: aasl.flightsafety@allianceair.in or allianceair.flightsafety@gmail.com. We will ensure that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

f. Comply with and, wherever possible, extend Legislative & regulatory requirements and standards.

g. Ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes.

h. Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills.

i. Establish and measure our safety performance against realistic safety performance indicators and safety performance targets.

j. Continually improve our safety performance through management processes that ensure that relevant safety action is taken and is effective.

k. Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

l. Ensure the promotion of safety awareness among all personnel.

(Rambabu Ch.)
Chief Executive Officer

# CASE STUDY

## Occurrence of Windshield Crack

**Synopsis :** There were a many cases of Windshield crack reported in last few years in Alliance Air fleet from different stations. They were reported in different phase of flight in different aircraft like taxi out, climb and cruise.

**Design of Windshield :** Windshields of aircraft contain two layers of thick glass with a middle layer of plastic used to conduct heat. If one layer of glass should crack or break, the second layer of glass is designed to maintain air pressure within the cockpit.

**Causes of Windshield crack :** Aircraft windshield damage is caused by various factors – from negligence to environmental hazards. While some damage is beyond human control, other damage can be mitigated by following manufacturer guidelines.

a) Improper Cleaning Products

Using unapproved cleaning products, such as paper towels or shop rags, can scratch the surface of the windshield. Always refer to the manufacturer’s guidelines for properly cleaning and maintaining your aircraft’s windshield.

# CASE STUDY

## Occurrence of Windshield Crack

b) Interlayer Heat Systems

Aircraft windshields feature a heating system to prevent icing on the glass during flight. Heating systems should be on during the whole flight. Turning the heating system on while in flight to combat icing can cause thermal shock. The drastic temperature change may result in the windshield cracking or delaminating.

If the heating system short circuits, it may cause uneven temperature distribution and result in cracking the windshield's outer layer.

You may be able to repair or replace the system rather than replace the windshield if the interlayer heating system fails. If the windshield is damaged, then it may need to be replaced.

c) Environmental Elements

Environmental factors may cause damage. For instance, hail can crack the windshield, or volcanic ash, lingering in the upper atmosphere, can cause abrasions to the windshield's surface. Refer to the AMM for guidance on environmental damage.

# CASE STUDY

## Occurrence of Windshield Crack

d) Moisture Between Layers

Moisture may enter between laminated layers if there are gaps along the window edges. Trapped moisture could turn to ice while flying in colder temperatures. If the moisture turns to ice, it will expand, causing the windshield to delaminate or crack.
Inspect windshield edges and “hump seals” for cracks or gaps to avoid moisture from getting between the layers.

e) Bubbles Between Layers

Bubbles may be present between the laminated windshield layers, which can happen during manufacturing. The amount and placement of the bubbles may be within allowable limits. If the bubbles exceed the limits, the windshield must be replaced.

f) Bird Strikes

Bird strikes may also damage aircraft windshields. The extent of the damage depends on the size of the bird. Generally, bird strikes happen during take-offs, landings, or while the aircraft is at a low altitude.

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# Meeting / Engagement

## ERP Table Top Exercise conducted on 7th February 2025

The ERP table top exercise at the Emergency Command Center (ECC)

**Occurrence details:-** VT-XYZ operating flight No.9I 123 (BOM-IXK) of 07.02.2025 has runway excursion at 14:20 pm. Aircraft landed and deviated to left side of runway center line and exited to RWY 23 and entered in RESA. Main wheel # 1 and 2 deflated, minor injury of two passengers reported

**Brief details of Table Top Exercise**

| | | |
|---|---|---|
| Date | : | 07 February 2025 |
| Occurrence Time | : | 14:20 hrs. |
| Location | : | ECC Online |
| Affected Airline/Airport | : | Alliance Air / Keshod Airport |
| Participants | : | Nominated members of all departments, Go team members, Alliance Veer & Special assistant Team (SAT) along with Station Manager of Keshod station. |
| Aircraft Call Sign/Registration | : | 9I-123 / VT-XYZ |
| Sector | : | Mumbai–Keshod (VABB-VAKS) |
| Cockpit Crew & Cabin crew | : | 2+2 |
| Pax on Board | : | (55+0) |
| SOB | : | 59 (Including Crew) |
| Cargo | : | Registered baggage |
| Casualties/Injuries | : | 02 Minor Injuries |
| Crew | : | As detailed by CMS |

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# Meeting / Engagement

ERP Table Top Exercise conducted on 7th February 2025


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# Meeting / Engagement

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# Meeting / Engagement

ERP Table Top Exercise conducted on 7th February 2025

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FEBRUARY 2025

# OUR FLEET

ATR 72-600


ATR 42-600


HAL Do-228

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**FEBRUARY 2025**

Azadi Ka Amrit Mahotsav

**सादर/ Regards,**

**विकास शर्मा / Vikas Sharma**

**उड़ान संरक्षा प्रमुख / Chief of Flight Safety, Head-ERP & Head QMS**

**एलाइंस एअर / Alliance Air**

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# FLIGHT SAFETY DEPARTMENT, AAAL