



2020 Accomplishments

Despite the unprecedented effects of the global pandemic and significant budget cuts, IBAC adjusted as much as possible to continue its operations to support its members and the broader industry. Below is a list of the organization's accomplishments last year as well as the priorities on which we will focus in 2021.

Allow me first to recognize the IBAC team that showed true resilience in maintaining our mission:

Andy Meyer, Director, ICAO Liaison	Bennet Walsh, Director, IS-BAO
Joelle El Hajj, Exec Officer/ISP Support Manager	Yvonne Marinus, Auditor Accredit'n Mgr, BAH/BAO
Bruce Parry, Director, Environment	Katherine Hilst, Operations Mgr, IS-BAO
Terry Yeomans, Director, IS-BAH	Daniel Devraignes, Audit Manager, IS-BAO
Larry Fletcher, Audit Manager, IS-BAH	Stephane Dewolf, EU Ops Specialist, IS-BAO

Work at the International Civil Aviation Organization (ICAO)

- We welcomed Andy Meyer as the Director for ICAO liaison, running our office in Montreal. Despite the pandemic, he has actively participated in critical ICAO activities and heightened IBAC's visibility there.
- IBAC established membership in the Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA), a body for international civil aviation officials (ICAO), international public health officials (WHO), and officials from industry, national aviation authorities, and national public health authorities to exchange information and coordinate aviation and public health policies to facilitate international air transport. This critical step allowed business aviation to be part of the global-level effort to resume operations during the pandemic and plan for post-pandemic recovery.
- As part of CAPSCA, IBAC contributed to the development of Public Health Corridor Concept, enabling cargo, ferry, maintenance, and certain delivery flights.
- IBAC led the effort to develop the ICAO cross-border testing and risk management manual.
- IBAC also became a member of the ICAO Council Aviation Recovery Task Force and contributed to the CART report best-practices modules on operations and ground-handling.
- IBAC provided a briefing on business aviation to the Air Navigation Commission in June. Ali Alnaqbi, Governing Board Chairman, and Juergen Wiese, Governing Board Vice Chairman, led the presentation which was well received and attended. Many representatives of the ICAO Council and top-level officers of the Secretariat joined for the session.
- IBAC revised and renewed its framework for representation at ICAO.
- We re-established IBAC membership at the ICAO Flight Operations Panel, a critical body that develops international operations standards and guidance.
- Prior to the pandemic, IBAC was able to engage Polish authorities to develop Operator Guidelines for Polish PNR requirements.



Environment

- IBAC continued actively to advocate for the use of sustainable aviation fuels (SAF) by the business aviation community. Much of this work was done as part of the SAF Coalition alongside several member associations and NATA and GAMA. Initiatives included supporting SAF education and availability around the World Economic Forum Meeting in January, contributing to the Business Aviation SAF Guide update in August, and participating in the SAF Summit in September.
- At ICAO, IBAC represented business aviation on a panel at the global Stocktaking Seminar in September, highlighting the industry's commitment on climate change and our activities to support that commitment, helping to reduce the sector's overall emissions. The SAF Coalition played a sponsor role at the Seminar, raising the industry's visibility for its SAF efforts.
- Given the distortive effect of the pandemic on the calculation of the baseline of the Carbon Offsetting and Reduction Scheme for International Aviation (CORSA), IBAC, along with other industry stakeholders, called on the ICAO Council to reconsider the baseline years of 2019 and 2020 and to use only traffic levels of 2019. The Council agreed to the proposal and committed to reviewing its impact in 2022 for the next Assembly.
- IBAC participated actively in the ICAO Committee on Aviation and Environmental Protection (CAEP) process to evaluate the feasibility for a Long-Term Aspirational Goal (LTAG) for emissions reductions in civil aviation. IBAC has six industry experts engaged in three working groups: Technical Innovation, Ground and Air Operations, and Fuels. The efforts aim at understanding the inputs needed to reach various aspirational goal scenarios, with a view to the ICAO Assembly in 2022 agreeing on one of them.
- The Standards and Training for Aviation Responsibility (S.T.A.R.S.) programme was initiated during 2020 and will be developing recommended practices for sustainability for business aviation that will become integral to the overall set of IBAC International Standards.

International Standard for Business Aircraft Handling (IS-BAH)

- More than 240 locations have achieved Stage 1 registration since we began the programme in 2014.
- Over 100 audits were received and approved during 2020, with 58 of those at Stage 2 and above.
- All Fundamentals and Auditing workshops were moved online in 2020 as a result of the pandemic. While some might miss the in-person aspect of the workshops, we saw in excess of 215 attendees sitting the Fundamentals sessions, nearly double the numbers from 2019.
- IS-BAH made available a remote auditing option in light of the pandemic.
- IBAC continued to be an active participant in ICAO's work on ground handling throughout 2020, ensuring the needs of the business aviation community are taken into account as States and ICAO aim to become more involved in oversight of the sector, either through guidance or regulation.



International Standard for Business Aircraft Operations (IS-BAO)

- IBAC successfully launched three new industry-led IS-BAO initiatives:
 - (1) FlightPlan Stage 1 for small operators with limited resources and time to enter IS-BAO with the support of “fractional safety officer” periodic check-ins for support and validation of progress;
 - (2) Progressive Stage 3 for operators with mature safety systems, enabling increased focus on own safety goals and objectives with periodic, low-impact validations by Progressive Auditors and information-sharing among peers via roundtables, data-exchange, and safety benchmarking; and
 - (3) Progressive Auditor Corps—an operator-led improvement to IS-BAO—is comprised of the best trained, most standardized auditors in the programme, who meet regularly with the IS-BAO team and share lessons learned from audits. This initiative is driving improvements to the classic auditor accreditation programme overall.
- IS-BAO implemented remote auditing in March. Although live audits could continue, where appropriate, nearly 85 remote audits were accomplished based upon lessons learned from the operators and auditors alike.
- In support of operators and auditors worldwide, IS-BAO implemented remote workshops in a revised format with updated materials. The workshops focus on the needs of the operators’ safety officers and the auditors.
- The IS-BAO Standards Board validated the current IS-BAO standard for another year in its first ever virtual meeting. This has allowed all operators up to four years without changes.
- The new IBAC website improves IS-BAO constituents customer service needs via better organization and new login portals.
- The new Program Support Affiliate (PSA) programme, which was built upon the successful I3SA programme, provides an improved platform to highlight and then connect leading IBAC-affiliated service providers with operators.
- The IS-BAO team reformatted the Implementation Guidance (IG) into its most helpful form for operators. The new format walks the operator through the intent of the Standard and scalable examples of how to implement the Standard
- The IS-BAO team worked regularly with various national aviation authorities (NAA) via briefings, workshops, and support programs for the benefit of industry operators. The more an NAA has confidence in IS-BAO and therefore appreciates the IS-BAO operators’ pursuit of excellence and enhanced risk reduction efforts, the better the NAA can focus its limited resources more effectively to the benefit of the IS-BAO operator. In addition to established initiatives with the British Overseas Territories (OTAR) authorities, the IBAC IS-BAO team engaged in 2020 with the Philippines, Brazil, and the U.S. FAA regarding potential recognition of IS-BAO’s value.



Communications

- IBAC's enhanced communications capabilities played an important part in all of the areas above, raising IBAC's visibility and activity driven to the website. Much credit goes to Marj Rose, our comms consultant.
- IBAC launched a new website in 2020.
- The communications activity supported IS-BAO innovations with new brochures for FlightPlan Stage 1 and Progressive Stage 3 initiatives; a PS3 campaign including a webinar and video testimonials; a clearer pricing guide; PS3 roundtable webinar; and an ad tailored for social media.
- We developed a SAF tri-fold FAQ in multiple languages and with an option for member associations to place their logo on the leaflet.
- IBAC formatted the ground-handling and operations COVID guidance modules for the ICAO CART.
- For IS-BAH, IBAC issued the "Toward Covid Secure" paper and social media ad.
- We held the first Virtual Recognition Webinar for IS-BAH and IS-BAO participants in November, from which we issued 150 recognition certificates to operators, handlers, and auditors for reaching five-, ten-, and 15-year milestones with the programmes.
- Once agreed with Polish authorities, IBAC digitally formatted and shared with the industry via its website the Operator Guidelines for Polish PNR Requirements.
- Some quick numbers on communications activities:
 - Social Media – organically drove 30% more traffic to website
 - Press Releases – 20+ IBAC, IS-BAO/BAH, SAF Coalition,
 - 20+ Newsletters and articles, including AIA Magazine article, AvBuyer Guest Editorial
 - 2500+ subscribers to IBAC Mailchimp news lists
- Although we missed the in-person trade-show events this year, IBAC was pleased to participate in the NBAA VBACE with a digital booth, graphics, and communications materials.

2021 Priorities

We see opportunities for important objectives this year, as you will see below. However, we also believe 2021, like 2020, will present challenges, particularly with regard to resources. The economic downturn caused by the global pandemic has affected the resources of our member associations as it has the industry. A key priority to make up for the likely significant gap in funding this year will focus on development of Industry Partners and Operator Affiliates.

ICAO

- Engage and continue building working relationships with all relevant ICAO Groups and Panels, including arranging with the Council to provide a briefing on business aviation similar to the ANC briefing in 2020.



- Deliver Public Health Corridor iPack workshop (more information to follow later in Q1 2021).
- Develop a better focus on cybersecurity to support the industry.
- Understand better the models of new-entrant types of operators in the business aviation community and how IBAC can support their development.
- Make concrete progress on identifying solutions for data collection and analysis framework.

Environment

- Promote awareness and uptake of SAF through our own work and with the SAF Coalition, including a European Summit in late March, a SAF Technical Panel at EBACE, an update of the tri-fold brochure to reflect the SAF Guide update, and development of a global standard for book and claim.
- Continue to support to the ICAO LTAG process to ensure that business aviation is treated equitably in any aspirational goal that is being established for the civil aviation industry.
- Complete review of the Business Aviation Commitment on Climate Change (BACCC) to ensure new mechanisms for emission reductions are reflected in the goals of the commitment.
- Continue work on the S.T.A.R.S. program and the launch of the first tier of recommended practices during the second half of 2021.
- Assess and decide on development of a "one stop shop" for all business aviation operators to be able to offset their emissions on a voluntary basis.

IS-BAH

- Continue promoting uptake of IS-BAH among the global ground-handling community, working with the member associations and direct outreach to industry.
- Participate in EASA's work to develop ground-handling regulation that is due to re-start in Q3 2021.

IS-BAO

- The 2021 Standards Board will review new modules regarding unmanned vehicles for updates to the IS-BAO Standard.
- Workshop curriculum will continue to evolve in 2021 based on lessons learned from the 2020 online workshops and feedback from participants.
- Promote the FS1 and PS3 initiatives to encourage greater uptake of IS-BAO around the world.
- Continue engagement with regulators on the utility of IS-BAO as a tool in their oversight toolkit.

Communications

- Provide digital package to all member associations with links and process updates for IS-BAO and IS-BAH purchases and establish bi-annual check-in.
- Automate Aircrew Card application process.
- Assist with securing 12 new Industry Partners and Operator Affiliates.
- IS-BAH and IS-BAO organic promotions (articles, blogs, newsletters, PR) to expand visibility and ultimately increase registrations.