

## **Actions related to aviation safety regulations**

Given its ongoing commitment to Safety, LATAM participates actively in bodies presided by Authorities and National and International Organizations linked to commercial aviation, in order to jointly create plans of actions designed to mitigate risks and maintain the necessary standards for a safe operation for both our passengers and our employees.

We participate in groups, such as:

### **IATA Regional Coordinating Group (RCG) - LATAM/CAR**

The Regional Coordinating Group (RCG) shall act as advisor to the OPC, IATA management, and other relevant IATA bodies in establishing broad IATA requirements and priorities on operational and technical matters based on the LATAM/CAR region.

LATAM Airlines has been actively participating within this group for the last 10 years. The group is open to IATA member airlines only. The number of participants is limited to 15. Strategic partners, non-IATA airlines, and Industry Stakeholders or the State can join the meetings as deemed appropriate. Participants meet twice a year and have interval calls as needed.

#### **Areas of Activity**

- **Safety:** support airlines in improving operational safety and promote operational safety initiatives in the Caribbean and South American region, including the South Atlantic and Europe Corridor.
- **Security & facilitation:** ensure that airport security and facilitation procedures are operationally effective.
- **Operations:** promote flight efficiency and ensure that national regulations for foreign operators are compliant with ICAO standards.
- **Airport & Air navigation infrastructure:** work with all concerned parties to improve airport throughput and airline operations, implement route-saving initiatives, and air traffic management enhancements.
- **Impact of global developments on regional operations:** ensure applicable global mandates are regionally harmonized for airlines' optimum operability.

### **ALTA / IATA SAFETY TEAM**

With safety being ALTA's top priority, the ALTA / IATA Safety Team helps to promote the exchange of information, data, and statistics aimed at identifying the main operating risks in the region and to seek measures to mitigate them, as well as to exchange best practices among operators and authorities to improve safety ratings in the region. The main project led by this committee is: AITSP Program, powered by IATA's FDX system. This information has been used for the analysis and development of safety risk mitigation strategies through the Pan American Regional Aviation Safety Group (PASG-PA). Industry Representative in the Pan American Regional Group of Aviation Safety, where projects are developed at a regional level to mitigate the main areas of risk. Promote the creation of National Safety Groups (NSGs) at the country level by implementing the strategies and experiences gained in RASG-PA.

## **ONE WORLD SAFETY GROUP**

The oneworld alliance of airlines and affiliates includes well-known companies, such as American Airlines, British Airways, Cathay Pacific Airways, Finnair, Iberia, Japan Airlines, LATAM Airlines, Malaysia Airlines, Qantas, Qatar Airways, Royal Jordanian, S7 Airlines, SriLankan Airlines, and their affiliates (“Member airlines”). Royal Air Maroc is a oneworld member elect. Fiji Airways is a oneworld connect partner, and provides a subset of oneworld benefits.

One of those benefits is the good relationship that all airlines have in terms of Safety, sharing information through the oneworld Safety Group. Indeed, participants meet twice a year and discuss and share safety information and best practices.

## **BCAST - Grupo Brasileiro de Segurança Operacional da Aviação Comercial**

BCAST is a committee composed of representatives of AIRLINES, AUTHORITIES, and other bodies that have the capacity to propose and promote improvements in the safety of commercial aviation, with professionals dedicated to improving the operational security of Brazilian civil aviation. The main objective of the Brazilian Operational Safety Group for Commercial Aviation (BCAST) is the ongoing improvement of operational safety in Brazilian civil aviation, through the adoption of best practices resulting from studies, analyses, discussions of relevant issues, and proposals for actions, presented by its participating members.

Some examples of the conversations held:

### **Security Focus Group (IATA)**

Contribute good practices, recommendations, and projects for the improvement of the value proposition on security and facilitation for commercial aviation, focusing efforts on evaluating and mitigating emerging risks and/or threats.

### **Biannual Meetings with Heads of Security from Oneworld Alliance**

Share experiences and good practices with the other member airlines of the alliance.

Work on standardizing the security processes throughout the industry.

Define and present to the Authorities contingent issues that require assessment.

### **Annual AVSEC – IATA AVSEC World panels**

Tackle the challenges of the industry in a dynamic security environment.

### **Security and Facilitation Panels with Aviation Authorities**

Coordinate the implementation of security procedures and measures at airports.

Examine the implementation of Security and Contingency Programs, including measures and recommendations in pursuit of an ongoing improvement.

Propose actions aimed to strengthen the security processes.

Analyze new regulations and procedures.

## **Congresses and Training Sessions with Immigration and Border Control (Customs) Organizations:**

Review the requirements set by each country's authorities, based on passengers' nationality.

## **IOSA Certification (IATA Operational Safety Audit)**

**Meetings with various aviation authorities, where specific topics regarding Operational Safety are discussed, such as:**

### **DGAC Chile**

- In April 2019, we participated in the meeting where the Chilean DGAC presented the 2018 LATAM Operational Security results, based on the inspections performed on the airline and the information that the airline provided regarding indicators. Likewise, main topics on which the DGAC is working to carry out a better analysis of airlines' security and operational risk indicators were discussed.

### **ANAC Brazil:**

- We participated in the quarterly meeting with ANAC, where the evolution of the Safety Performance Indicators and the mitigation plans for the main events are reviewed.
- In April 2018, we attended the Security Seminar at the Airport Infrastructure Superintendence.
- In September 2018, we participated in the Airport Infrastructure Superintendence meeting in Brasilia to discuss the works at the Santos Dumont airport.
- In November 2018, we attended the Technical Works Forum 2018 at ANAC.
- In December 2018, we participated in the ANAC BSB SUMMIT, a security event focused on presenting the annual results of the four BCAST Brazil workgroups. Preparing Tool Kits from each workgroup with the aim to increase the security indices in all Brazilian airlines.
- In December 2018, the Brazilian Security team attended the ANAC/SPO-RBAC meeting on fatigue, whose goal was to present relevant topics regarding the new RBAC on fatigue, and understand the implications of how it will be managed by the companies. In addition, the action plans from each airline were presented to propose the construction of Service Instructions to operationalize the new guidelines on fatigue.

### **DGAC Ecuador:**

- Monthly Airlines' Operational Security Group Meeting, where common threats and risks to domestic operation in Ecuador are analyzed, and each Airline shares Data and Action Plans to find new action plans together with DGAC.

### **UAEAC Colombia:**

- In August 2018, we attended meetings for the socialization of the regulatory change regarding rest times for flight crews in the Colombian Aviation Regulations.
- In September 2018, we attended a follow-up meeting on the changes made to the Bogota airspace.

**ANAC Argentina:**

- In April 2019, we participated in the meeting regarding the results of LATAM Airlines Argentina in the Ramp Operational Security Inspections (ISOR for its Spanish acronym) during 2017/2018.
- In October 2018, we attended the meeting for the creation of the ACAST group, an interdisciplinary group formed by representatives from ANAC, IATA, and Airlines to work on increasing Operational security levels in Argentina. The Group defined security indicators on which it will work and agreed on the delivery of information.

**DGAC Peru:**

- In April 2019, LATAM presented to DGAC the LATAM Fatigue Management Program, a review of the controlled rest proposal, which is being revised for implementation.