
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.

BCAST (Brazilian Commercial Aviation Safety Team)

LATAM continued to perform as a member of BCAST, participating in all four existing Work Groups and coordinating one of them (Loss of Control In-Flight), dedicated to propose and promote improvements in the safety of commercial aviation over the last year.

These working groups were established considering the aircraft accidents and incidents of the industry published by IATA (International Air Transport Association), which are:

- Loss of Control In-Flight
- Runway Excursion
- CFIT – Controlled Flight into Terrain
- MAC – Mid-Air Collision

The committee composed of representatives from airlines, authorities, and other bodies, were able to perform a series of studies and researches that provided enough material to develop the publication of Safety Enhancements, Tool Kits and Safety Bulletins to the industry.

Because the global COVID-19 pandemic has had a severe impact on the aviation industry in 2020, BCAST created the BCAST GT COVID work group, to address issues related to the operational safety of flights in a pandemic situation, as well as in the scenario of resumption of operations.

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.

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)

On the other hand, LATAM Airlines had during the year frequent meetings with different aviation authorities where LATAM has subsidiaries, in which specific topics regarding Operational Safety were discussed, such as:

Brazil

- **ANAC:** periodic meetings with the Civil Aviation Authority to discuss and implement sanitary and health protocols in the face of the COVID-19 situation, Implementation of the LATAM Fatigue System Program, alternative operating measures to NESO VMC restriction and in December an inspection of the LATAM SMS.
- **Ministry of Infrastructure National Commission of Airport Authorities:** Meeting of the Technical Committee on Facilitation (CTFAL), to discuss sanitary and health protocols COVID-19.
- **CIA ABEAR:** Airport Infrastructure Committee is a forum that brings together air operators, airport operators, DECEA, IATA, ANAC and SAC to discuss safety issues related to airport infrastructure in Brazil, to 2020. The purpose of these meetings is to discuss action plans for active risk situations such as slippery runways, damaged pavement, signage problems and also potentially hazardous situations, such as construction works or changes in the runway system.
- **NESO VMC:** ANAC's collaborative meeting with the industry to collect information regarding the alternatives measures to mitigate the risk of runway excursion regarding obstacles in the runway strip, as alternatives to restricting operations only to visual meteorological conditions. Equivalent operational safety level (NESO) means the condition in which there is no literal compliance with a requirement established by ANAC, but compensatory factors are adopted that achieve the purpose of the requirement, thus ensuring an equivalent level of safety.

Chile

Due to the context of COVID-19, LATAM participated on a monthly basis in several meetings with the public transport sub-department (aeronautical authority) and other meetings with DGAC, DASA and MISAL, with the objective of dealing operational aspects related to the safety of the operations; Airport Infrastructure (Ej: Reforms in the areas of movement and maneuvers, obstacles in the CTR zone), Air traffic management (Ej: Planning of new STAR'S, RNAV procedures, ILS CAT II and CAT I, with emphasis on a better air traffic management, reducing TCAS events and better efficiency and planning of fuel consumption, seeking sustainability with the safety of operations, consider all Safety Performance Indicators, in compliance with LATAM SMS manual and industry best practices.

In addition to the topics mentioned, various safety procedures were dealt with in operations in coordination with the Ministry of Health, DGAC, with the objective of faithfully complying with the international health standards recommended by the OMS, and an effective monitoring of all crew and other employees.

Ecuador

- **Civil Aviation Authority:** meetings to implement deviations to regulations due to the impact of COVID-19, regarding the certification of flight crew, cabin crew, flight dispatchers and maintenance personnel and transportation of cargo in the main deck of passenger airplanes; as well as, meetings to review the mitigation actions implemented in each operational process due to the effects of COVID-19.
- **Quito Airport Runway Safety Team:** meetings to review the situations that could affect air operations and recommend mitigation actions.
- **Quito Airport Apron Safety Team:** meetings to implement this instance and to review the hazardous situations that could affect ground operations and recommend mitigation actions.
- **Guayaquil Airport Committee for the Prevention of Wildlife Hazards:** meetings to review data, particularly about bird strike events, and recommend mitigation actions.
- **Safety State Program Coordination Group:** meetings to monitor the airline safety performance indexes in 2020.

Colombia

- **Civil Aviation Authority:** Participation in the SMR Airport Security Committee, meetings about mental health and human performance and different meetings of the Regional Cooperation System for Safety Surveillance.
- **VUP Airport:** we participated in different meetings throughout of the year, such as: Public Health Emergency of International Concern (PHEIC) Simulation, Public Health Emergency of International Concern (PHEIC) Protocols and Biosafety Protocols. Baseline information for development and implementation of biosafety protocols for operations.
- **MDE Airport:** throughout the year 2020 we participated in the PRASS Committee Jose Maria Cordova, Facilitation Committee Jose Maria Cordova, Airport Health Services Committee and in the Development and implementation of biosecurity protocols in coordination with the airport.
- **The Mayor's Office of Bogota:** in August 2020 requirements issued by the mayor's office of Bogota were incorporated in the LATAM biosafety protocol for operation at El Dorado airport and this information is submitted to the mayor's office for approval.
- **OPAIN - BOG Airport:** in May 2020 we participated in the Sustainability Committee and in October in the Public Health Emergency of International Concern (PHEIC) Simulation and the Development and implementation of biosecurity protocols in coordination with the airport.

Peru

Civil Aviation Authority: in March 2020, we attended a meeting to talk about implementing control measures against COVID-19 organized by Civil Aviation Authority, Lima Airport Partners and the Peru's Ministry of Health. Also we attended a meeting about proposed joint actions to reduce or mitigate the risk of bird strikes in the Peruvian National Airports.

April 2020, Civil Aviation Authority submitted CIRCULAR OFFICE N ° 09 - 2020- MTC / 12.04 about minimum safety measures with the purpose to prevent the contagion of the Coronavirus of its workers and passengers. We also had Meeting with the Civil Aviation Authority and Lima Airport Partner to validate and propose optimizing parking for paralyzed aircraft on the Lima Airport platform.