

Enhance Passenger Protection Workshop 4 – Raise awareness of consumer and passenger protection issues

18 – 20 February 2020
Phnom Penh, Cambodia

ARISE Plus Civil Aviation
ASEAN Regional Integration Support from the EU

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Tour de Table



Enhance Passenger Protection Workshop 4

ARISE Plus - Civil Aviation Component

Jacinto A. LOPEZ NAVALON – ARISE Plus Operations Manager

Phnom Penh, Cambodia

18 February 2020

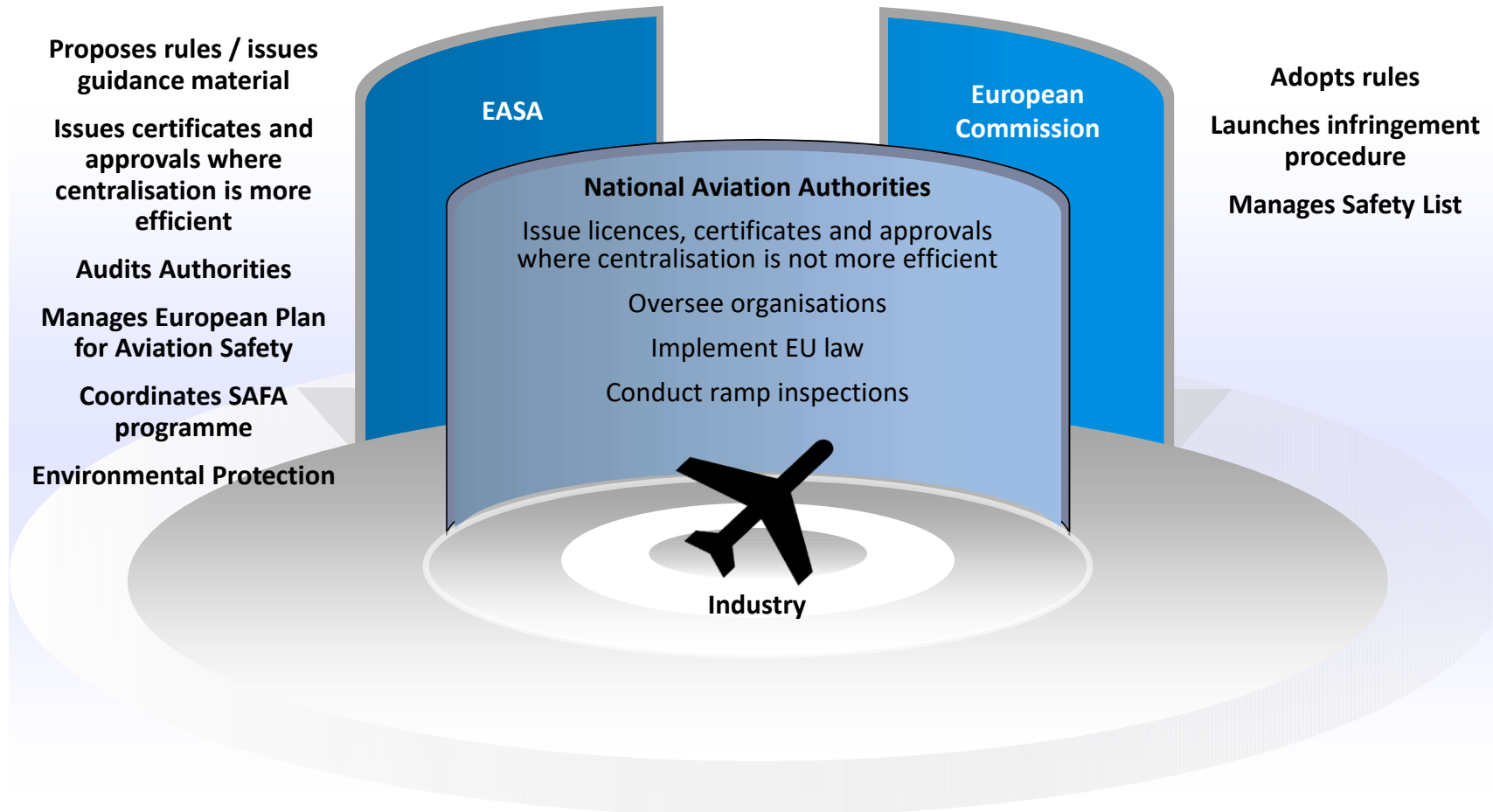
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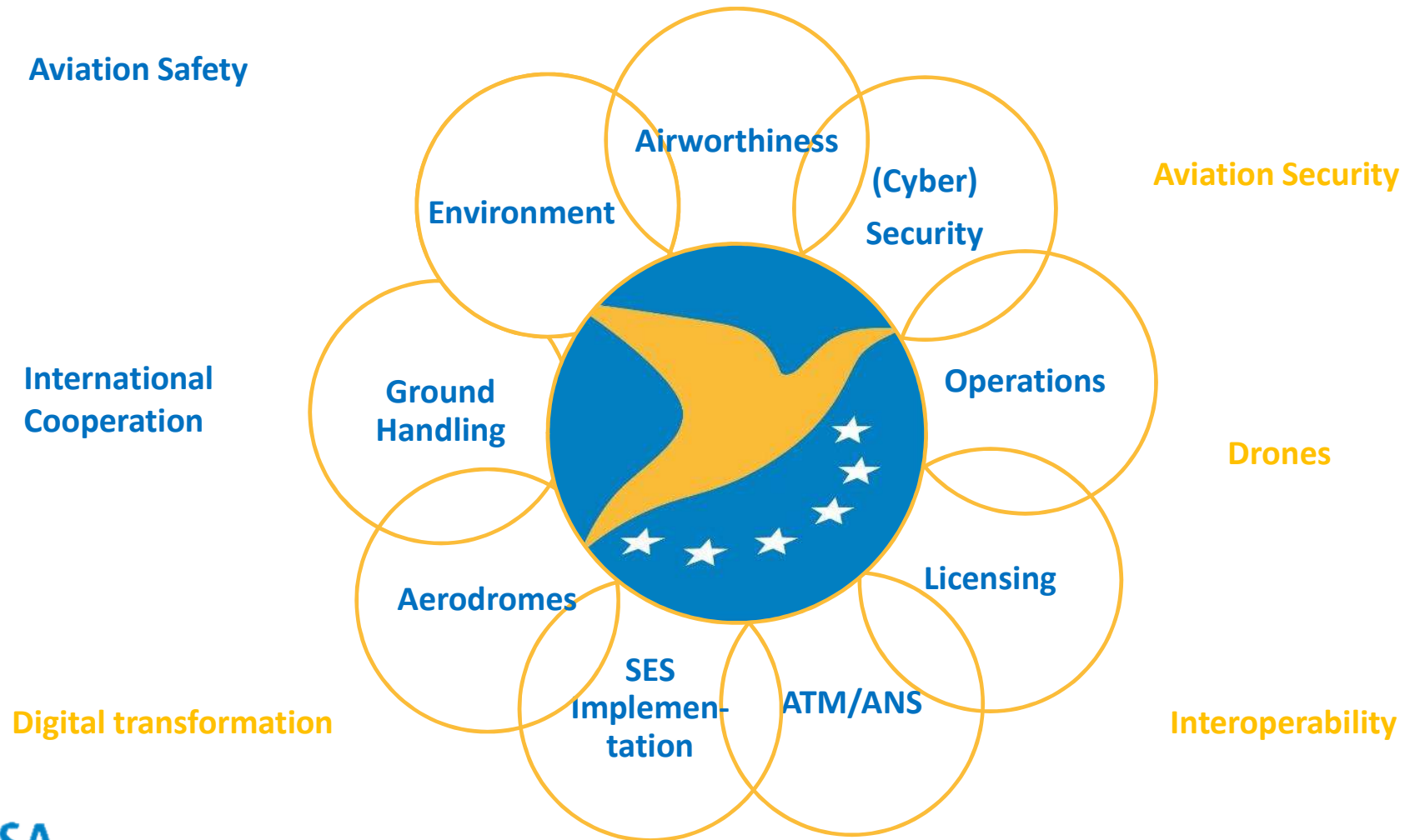
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European Union Aviation Safety Agency



Our scope



EU Support for ASEAN in Aviation

			
40 years of ASEAN-EU relations	A shared profile – Single Aviation Market and Seamless Skies	Shared challenges – traffic growth, emerging risks, environment	Shared opportunities – the ASEAN-EU air transport agreement

EU/EASA projects in the ASEAN



ARISE Plus (AATIP II)	ASEAN Single Aviation Market	Started January 2018	4 years
EU-South East Asia APP	Safety, institutional relations, environment	Started January 2018	4 years
EU-CCCA	CORSIA	Started August 2019	3 years

ARISE Plus Aviation Component – Project Profile

To support the achievement of a safe, secure and sustainable ASEAN Single Aviation Market based on high regulatory standards

1. Improve regulatory capability and safety standards

Implement an ASEAN Aviation Regulatory Monitoring System

Establish & implementing a framework to share ramp inspection information

2. Establish mechanism to facilitate mutual recognition

Draft a framework agreement to support future mutual recognition

3. Strengthen capacities of individual ASEAN Member States

Improve national aviation safety set-up

Enhance national capabilities for safety oversight

Enhance national capabilities for security oversight

Enhance national capabilities for passenger protection

Enhance national capabilities for environmental protection

4. Enhance air traffic management efficiency and capacity

Strengthen the ASEAN ATM system

Support development & implementation of an ASEAN ATM Master Plan

Support development of tools and procedures to ease air traffic congestion

6. Strengthen ASEAN-EU cooperation in air transport

Support for the implementation of an ASEAN-EU comprehensive agreement

ARISE Plus: Assist ASEAN Regional Integration

AFOSA	<ul style="list-style-type: none"> • ASEAN Ramp inspection programme
MRA-FCL	<ul style="list-style-type: none"> • Mutual Recognition of Flight Crew Licenses among ASEAN Member States
AVSEC	<ul style="list-style-type: none"> • Enhancing national capabilities for Security Oversight • Support ASEAN MS in the development of an AVSEC Joint Assessment Programme
Passenger Protection	<ul style="list-style-type: none"> • Aiming at all ASEAN MS signing Montreal Convention 99 • Supporting the development of ASEAN Standards
ATM Master Plan	<ul style="list-style-type: none"> • Support to implement 5 Prioritised Initiatives • Revision of ASEAN ATM Master Plan ongoing, AIDC, PBN • Facilitator for ATM Civil/Military coordination
CATA	<ul style="list-style-type: none"> • Support to the implementation of Comprehensive Air Transport Agreement, once signed • First Bloc-to-Bloc CATA



4th Workshop on Passenger Protection - Objectives

- Passenger Protection WS Objectives (for discussion with the participants):
 - Further enhance the awareness of AMS on air passenger protection in ASEAN
 - Continue carrying out analysis of AMS' existing air passenger protection regimes, determining critical elements, and discuss possible harmonization
 - Further share European and Asian experience on issues that are being identified
- ARISE+ Objectives:
 - Reduced development gaps between individual ASEAN Member States and international aviation standards
 - Strengthened capability of individual ASEAN Member States, as necessary, in the area of passenger protection

Proposed Agenda (1)

N° Agenda Item:	Partners involved:
1 Opening statements, welcome and adoption of agenda, introduction of participants, workshop objectives, group photo	Host, EASA/ARISE PLUS Expert
2 Continuation of discussion on Agreed Practices regarding passenger protection in cases of disruption of flights	AMS/Focal Point/ARISE PLUS/EU/Asian/ASEAN Experts
3 Transparency of air fares and of contractual terms of carriage: The European experience	EU Expert Dr. Michael Chatzipanagiotis
4 The Indonesian Rules of Fare Advertising	ASEAN Support Expert Mr. Ridha Aditya Nugraha
5 Rules on Fare Advertising and Displaying in Korea	Asian Expert Dr. Lee Jae Woon
6 Rules on Fare Advertising and Displaying in Hong Kong	Asian Expert Dr. Lee Jae Woon

Proposed Agenda (2)

N° Agenda Item:		Partners involved:
7	Presentations on individual national laws, regulations, procedures and practices on transparency of air fares and challenges	AMS
8	Determination and discussion of critical elements and Agreed Practices among AMS on transparency of air fares	AMS/Focal Point/ ARISE PLUS /EU/Asian/ ASEAN Experts
9	Allocation of tasks for the time period before 5 th workshop	ARISE PLUS/EU/Asian/ASEAN Experts
10	Review, wrap up and closing statements	EASA/ARISE PLUS Expert

House Rules

- No time slots for proposed agenda – Privilege finalising discussions rather than covering the whole agenda
- Coffee breaks (10:30 / 15:30) and lunch (12:30)
- Mute cell phones, attend important calls out of the meeting room
- Minutes of Meeting by ARISE+ participants with comments and validation of the ASEAN MS
- Encourage frank and open discussion, with constructive attitude
- Observers contributions are welcome
- Possibility to request closed-door session to address specific topics

Covid-19 Outbreak

Before or during a flight

- **Do not fly** if you have a fever, cough, cold, difficulty breathing or flu-like symptoms



- **Share** your travel history with your health care providers



- If you feel ill while travelling, **inform** crew and seek medical care ASAP



Food safety

- **Avoid** eating **raw or undercooked** animal products (meat, milk, etc.)
- **Wash your hands** every time you handle food

Protect Yourself and Others from illness while flying – reduce the risk

- Clean hands **frequently** and well with alcohol-based hand rub or soap and water



- **Avoid** close contact with others who have a fever, cough, cold, difficulty breathing or flu-like symptoms

- When coughing and sneezing, **cover mouth and nose** with flexed elbow or tissue – **dispose** of tissue **immediately** and wash hands



- Avoid **touching** eyes, nose or mouth

Thank you for your attention!



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