

# Enhance Passenger Protection Workshop 3 – Raise awareness of consumer and passenger protection issues

9 – 11 October 2019

Yangon, Myanmar

ARISE Plus Civil Aviation  
ASEAN Regional Integration Support from the EU

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# Tour de Table



# Enhance Passenger Protection Workshop 3

ARISE Plus - Civil Aviation Component

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Yangon, Myanmar

9 October 2019

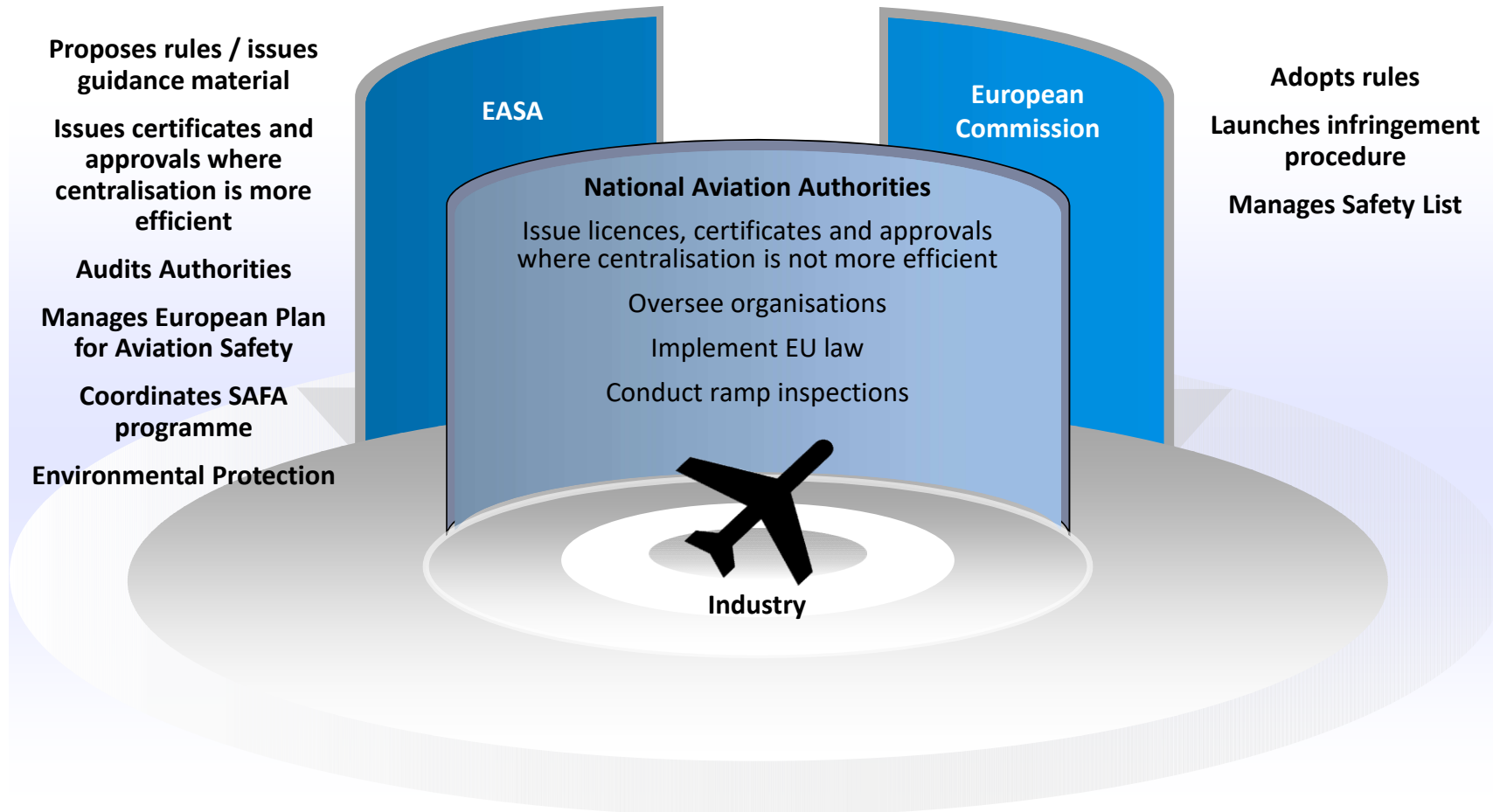
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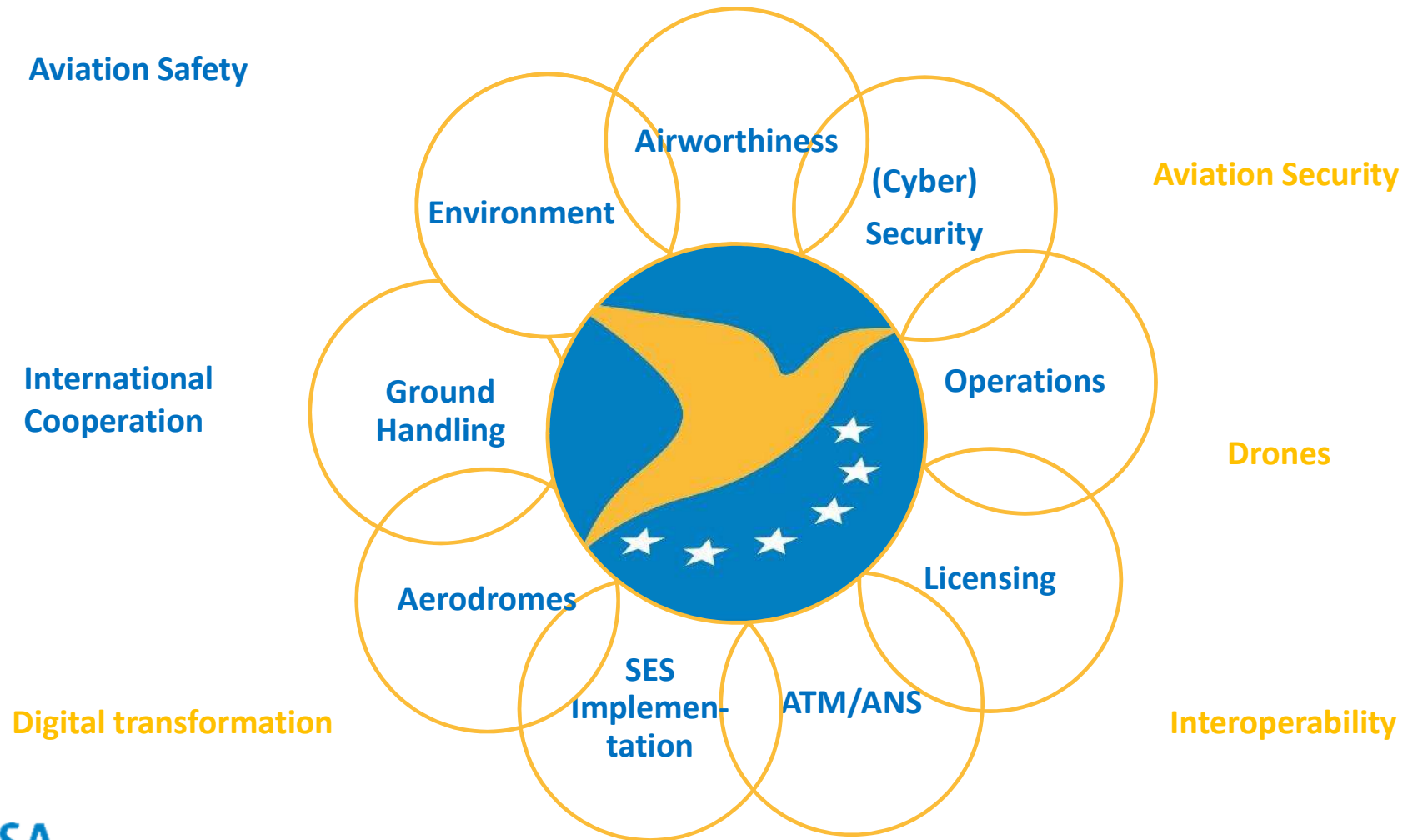
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# European Union Aviation Safety Agency



# 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

# Advantages of Regional Integration



## Airlines

- Increased safety and interoperability
- Lower costs (training and hiring of personnel across the region)
- Move beyond third, fourth and fifth freedom rights
- In the future, seamless airspace -> reduced fuel consumption and reduced emissions



## Authorities

- Harmonisation and ability to pool resources and safety/security information
- Greater cost efficiency through mutual recognition and economies of scale
- Greater capacity to address cross-border challenges



## Passengers

- Safer travel
- Lower prices
- Improved connectivity



## Governments

- Enhanced policy dialogue
- Linked regions and communities
- Improved contribution to tourism, trade, investment and service flows



## Partners

- Efficient delivery
- Bloc-to-bloc dialogue
- Politically more neutral

# EU/EASA projects in the ASEAN



<b>ARISE Plus (AATIP II)</b>	ASEAN Single Aviation Market	Started January 2018	4 years
<b>EU-South East Asia APP</b>	Safety, institutional relations, environment	Started January 2018	4 years
<b>EU-CCCA</b>	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

# EU-SEA Aviation Partnership – Project Profile

To enhance political, economic and environmental partnership between the EU and South East Asia

## 1. Enhance policy dialogue and stronger institutional links

Support of EU-South East Asia institutional dialogue

Technical support for implementation of the ASEAN-EU comprehensive agreement

Development of links with educational institutions

Regulatory oversight of new technologies

## 2. Reduce safety barriers for the aviation industry

Capacity development of safety oversight

Support regulatory harmonisation in ASEAN

EU-South East Asia aviation industry conference

Product training campaign for authority experts

Helicopter safety roadshow

Performance Based Navigation for regional operations

Airport and ATM capacity building

## 3. Increase readiness to adopt a higher standard of environmental protection and climate change action

Environmental protection and climate action

# EU-SEA CCCA CORSIA Project

**Objective:** To strengthen National and Regional environmental capacity to mitigate Greenhouse Gas (GHG) emissions from civil aviation

**Activities:** Capacity building on CORSIA (CAA, AO, NAB, VB), State Action Plans, emissions Database, Awareness of environment



## EASA Team members:

Project Manager: Santiago Haya Leiva

Operations Manager: Cristian Conti

Project Assistant: Faith Omokegbe Gabriel

Environmental Lead Expert: Monica Bonfanti

**Project Office:** CAAT facilities in Bangkok

# 3<sup>rd</sup> 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 Welcome and adoption of agenda, introduction of participants, workshop objectives	EASA/ARISE+ Expert: Mr Jacinto A. Lopez Navalon Mr Wolfgang Sanders-Fischer
2 Montreal Convention/ICAO guidance material on consumer protection as required, abbreviated	ARISE+/EU Expert: Mr Wolfgang Sanders-Fischer Dr Michail Chatzipanagiotis
3 IATA Core Principles on Consumer Protection	IATA Representative: Mr James Wiltshire
4 ASEAN Committee on Consumer Protection (ACCP)	ASEAN Secretariat: Mr Aung Soe Moe
5 Selected issues of EU and other countries' regulations - guidance material on consumer/passenger protection	EU Expert: Dr Michail Chatzipanagiotis
6 Asian experience on air passenger protection – Selected issues and comparative analysis	Asian Expert: Dr Lee Jae Woon

# Proposed Agenda (2)

N° Agenda Item:	Partners involved:
7 ASEAN experience on air passenger protection – Selected issues and comparative analysis	ASEAN Expert: Mr Ridha Aditya Nugraha
8 Presentations on individual national laws, regulations, procedures and practices on consumer/passenger protection and challenges	ASEAN Member States
9 Further analysis of AMS' air passenger protection regimes	AMS / Focal Point / ARISE+ / EU / Asian / ASEAN Experts
10 Determination and discussion of critical elements and Best Practices for possible harmonization among AMS	AMS / Focal Point / ARISE+ / EU / Asian / ASEAN Experts
11 Allocation of tasks for the time period before 4th workshop	AMS / Focal Point / ARISE+ / EU / Asian / ASEAN Experts
12 Review, wrap up and closing statements	EASA / ARISE+ 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

Thank you for your attention!



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