



## Contact us

Our ambition is to be the growth accelerator partner for companies that want to sustainably develop their activities by combining economic, environmental and societal performance.

### OUR VALUES

Transparency - Professionalism

Agility - Integrity



**+33 1 88 61 67 61**



**6 rue de Constantinople  
75008 Paris - France**



**efatam@efatam.com**

**Solutions provider**

[www.efatam.com](http://www.efatam.com)



**EFATAM**

TOGETHER STRAIGHT FORWARD

**AIR TRANSPORT**

# Civil Aviation Authorities

---

## Consulting

- Operational implementation of the National Security Plan and WSIS
- Update of air transport regulations (Civil Aviation Code, documentation and regulations for certification...)
- Validation of controller licenses, approval of evaluators (testers)
- Air transport development study and aeronautical policy
- Implementation of a CSR policy and management of CSR

## Training & Coaching

- Support and practical training of auditors for the audit of ANSPs (Air Navigation Service Providers), airport operators (certification) and airlines
- Practical Training for Operations Inspectors (SAFA/SANA)
- Training of executives in English (participation in conferences, intervention in conferences abroad, negotiation of contracts)
- Training and awareness on Risk Management, Cyber Risk and Climate Risk
- CSR Awareness

---

# Airlines

## Consulting

- Implementation of a risk management policy and risk financing
- Drawing up business plans and development plans for airlines (strategy, route studies, organization, distribution)
- Search for investors
- Audit of the structure and the fleet, sales and lease-back operations
- Support for IOSA certification
- Ground / flight audit of an airline's product
- Development of additional revenues (insurance, baggage, hotels, ...)
- Creation, development (partnerships, new clubs) and audit of loyalty programs (Frequent Flyers Programs)

## Training & Coaching

- Executive seminars: Loyalty, Customer orientation
- Training and awareness on Risk Management, Cyber Risk and Climate Risk, waste management
- Training of front line agents in conflict management
- Training for managers in speaking at meetings and taking up their positions

# Air navigation service providers

---

## Consulting

- Support & training for the implementation of a risk management policy (focus on climate and cyber risks)
- Support in CSR implementation (CRS politics, KPI, monitoring), waste management and Environmental impacts
- Assistance in updating regulatory documentation (MANEX, instruction manuals, training plans, controller skills maintenance plan, letters of agreement, etc.)
- Support for the operational implementation of the ISMS (practical training of the ISMS manager on site or in France);
- Support for the implementation of the PBN

## Training & Coaching

- Training of assessors of controllers' English language skills in view of acquiring and/or renewing their endorsement which will determine the possibility for them to validate their control license (on-site training or in the United Kingdom)
- Training in security studies
- Training of SLIS brigade leaders
- Practical training in bird hazard and animal incursion risk management
- Public speaking training for managers in English (on site or in the UK)
- Coaching of trainers and on-the-job instructors (ISPI) and ATC supervisors
- CSR and climate risk awareness

---

# Airports

## Consulting

- Support for risk management, CSR and climate & cyber risk, waste management
- Support for the implementation of the certification (development of the SMS, the airfield manual and associated procedures, pre-audit certification ...)
- Support for ISAGO certification
- Support for the implementation of risk management, mapping, KPI and monitoring
- Audit of the customer experience in airports

## Training & Coaching

- Training and awareness on Risk Management and Cyber Risk
- Training of front line agents in conflict management
- Training for managers on how to speak in meetings and how to take up a position