



Be Ready - Stay Safe



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With Thanks to the Following Organisations Who Supported the Development of this Material



AIRBUS

easyJet



Who is this package of material for?

- This package is for organisations and particularly for leaders and managers who are developing their own Ramp-up preparations.
- Organisations should use this material to support a people-centred Ramp-up as it relates to their own operation (add your logo to the top right of the main powerpoint slides and go!)
- It is designed to help staff representatives in supporting their organisations and colleagues during the Ramp-up.
- This material is designed to align our ramp up approaches across the industry and to save you time when developing your own messages.





What is in the package?

- Organisational definition of "Be Ready" and "Stay Safe"
- Key messages for aviation personnel during the Ramp-up
- Examples of the key actions for each of the domain groups
- Domain safety issues
- Domain Ramp-up resources

Be Ready - Stay Safe: For Organisations

The importance of an industry-wide campaign



Aviation services are interconnected and rely upon organisations working together seamlessly.



Start-up strategies need to be addressed by all organisations to ensure the safe delivery of services.



We all need to focus on key behaviours during the ramp-up of operations over the coming months.

Be Ready means

Ensuring that you have the right tools, equipment and infrastructure in place.

Having enough skilled, trained and qualified people who are operationally ready and fit for duty.

Putting your staff and their wellbeing at the heart of a people centred ramp-up.

Stay Safe means

Encouraging people to follow recognised processes, procedures and practices.

Knowing your risks and mitigating them effectively as part of a resilient management system.

Setting a culture of trust that encourages reporting and for people to talk openly about safety and wellbeing.



Be Ready - Stay Safe: For Individuals

Right

Do everything the right way - follow processes, procedures and practices.

Engaged

Talk about safety and use the reporting system of your organisation or confidential reporting, if you need to.

Aware

Be aware that you and your colleagues may not be as recent or proficient as you might think.

Decisions

Be conscious about the decisions you make and review them regularly to see how you can improve.

Yourself and others

These are challenging times, so think about your wellbeing, that of your colleagues and others you interact with.

Speak-up

If you have any concerns about something you see or experience, speak up.

Actions

Be deliberate with your actions and maintain focus, try to minimise distractions.

Familiar

Take your time, things might not be as familiar as they were - plan ahead and prioritise your key work tasks.

Every day

Be prepared every day for new things – pay particular attention when doing something you haven't done for a while.



Be Ready - Stay Safe: Personnel Readiness

- **Check all licences, medicals and other administrative details are all in date and ready to go.**
- **Review your Standard Operating Procedures (SOPs) and any emergency recall items prior to reporting for duty.**
- **Take some time to familiarise yourself with changes in your working environment.**
- **Prepare yourself mentally and physically by using the resources in the Wellbeing Hub.**



Be Ready - Stay Safe: Leadership Actions

1 Leadership and culture

- Set a positive example for others to follow. Ensure that your actions are in line with organisational processes and policies.
- Establish a culture of trust that encourages engagement with staff at all levels so that its normal to report, provide feedback and discuss the challenges people face during the Ramp up to facilitate safety learning.
- Show management commitment to the wellbeing of staff and the values needed to be part of a safe and effective organisation.
- Identify where safety and business priorities might conflict and make deliberate decisions to prioritise safety first - include contingency for OTP erosion, disruptions, errors, planning failures.

2 Communications

- Plan a back to work communications strategy.
- Identify key messages and prioritise how, when, who and what you would like people to do?
- Show visible leadership when you communicate.
- Create scripts for each layer of management, all aligned on same theme - elevator pitch for each and every staff engagement.
- Emphasise systemic nature of challenge - need to embrace partners and airport community in communications.
- Communicate about your reporting system and confidential reporting processes under Reg 376/2014

3 Policy and procedures

- Ensure that all procedures/ manuals are up to date and that they are applicable to current COVID recovery situation.
- Encourage staff to follow rules, procedures and normal practices at all times.
- Consider the specific health safety measures needed to keep people safe from COVID in all roles (operational and non-operational).
- Review, update and improve the Wellbeing policy within your organisation to help support the mental and physical health of staff.



Be Ready - Stay Safe: Leadership Actions

4 People and Wellbeing

- Support your staff to be fit for duty - especially in the context of skill fade, fatigue, wellbeing.
- Encourage staff to look after themselves by asking "How am I feeling", "How am I coping", "What can I do for myself and others" and by looking after yourself (Wellbeing Resource Hub)
- Encourage staff to support each other by continually reaching out to each other to offer support - especially important when down route.
- Encourage staff to seek help through medical professionals or peer support networks and ensure this is part of your organisational culture.

5 Skills and Training

- Think about how your staff's skills and knowledge may have been degraded during the pandemic and what this means when activities increase.
- Identify situations where you might be using staff in new ways, locations or situations and what this means for your operation.
- Identify additional training you might wish to provide that you might have considered before COVID such as "Return to Work" training or Wellbeing.
- Consider leadership training for executive team, to highlight need for visible, supportive leadership. "All in this together" needs to be lived.

6 Resources and Equipment

- Verify that enough competent and suitably trained staff are available to perform all key activities and think about how teams are composed.
- Verify that vehicles and ground servicing equipment are available to perform all key activities.
- Verify that appropriate facilities, buildings and services are available to perform all key activities.
- Consider over-provision of Covid-19 PPE and other supplies, to minimise any related stressors during Ramp up.



Be Ready - Stay Safe: Leadership Actions

7 Management Systems

- Utilise your management system to effectively manage safety in your actual day-to-day operation - the situation is dynamic so be aware of changes.
- Know your risks, mitigate them continuously and properly - use the EASA COVID-19 Risk Portfolio to help you.
- Encourage people to report occurrences and hazards and be prepared to investigate them - with appropriate feedback throughout the organisation.
- Ensure you are able to turn your data into intelligence that you can then talk about and use to manage the risks in your organisation.
- Ensure that Cyber, Security and Wellbeing are included in your management system.
- Consider pro-active seeking of operational feedback - use a "pull" campaign rather than relying on voluntary submission of reports. No reports doesn't necessarily mean no issues.

8 Third Party Providers

- Don't assume that all third party providers are in the same situation as you are or where they were before the pandemic - reach out and engage with them.
- Verify the status of any new service providers or companies that you plan to contract.
- Check that suppliers/ providers are not taking short cuts to keep afloat, your success depends on them - reach out and offer support.



Be Ready - Stay Safe: Support Teams

1 General

Create some headspace by putting key priorities in your diary up to 4 weeks ahead and create distraction-free moments.

Create times when you are able to disconnect from work.

Think about your own wellbeing and take care of those around you.

2 Email

Schedule time in your diary to do email so that it doesn't take over your day.

If you send an email be clear about the purpose and what you would actually like people to do.

Don't leave colleagues waiting for a long time for a reply, send at least a holding reply.

Minimise use of CC. Does that person really need to be made aware? Why not include them in direct email?

3 Meetings

Think about who you invite to a meeting so that everyone is clear on the need for their time.

Use the scheduling assistant to check that people are free.

Avoid back to back online meetings by planning 45 minute meetings instead of an hour.

Avoid scheduling meetings outside normal office hours, keeping time zones in mind - consider local time lunch breaks as well.

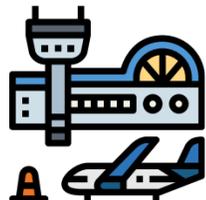
4 Communication

Don't just communicate via email, pick up the phone, video call or even in person if possible.

Reach out to colleagues across Teams etc whenever possible.

Don't just do the work, communicate that it is done to people who need to know.

Consider outdoor walking meetings if feasible. Try to schedule walking or stand-up meetings to break up the day



General Ramp-Up Resources

- [**EASA - COVID-19 Resource Hub**](#)
- [**IATA - COVID Resources**](#)
- [**ACI - COVID Resources**](#)
- [**CANSO - COVID-19 Restart and Recovery Guide**](#)
- [**EASA - Review of Safety Issues Arising from the COVID-19 Pandemic**](#)
- [**EASA - SAFE360° Conference 8-10 June 2021**](#)
- [**EASA - Ramp-Up Safety Week 21-24 June 2021**](#)
- [**EASA - Wellbeing Resource Hub**](#)
- [**Regulation \(EU 376/2014 on the Reporting, Analysis and Follow-Up of Occurrences**](#)
- [**Just culture toolbox from ATCEUC, CANSO, ETF, IFAIMA, IFATCA & IFATSEA**](#)

**Mon 21 June
(1400-1530)
Top Safety
Issues**

**Tue 22 June
(1000-1130)
ATM/ANS
Providers**

**Tue 22 June
(1400-1530)
Aerodrome
Operators**

**Wed 23 June
(1000-1130)
Training
Organisations**

**Wed 23 June
(1400-1530)
Air
Operators**

**Thu 24 June
(1000-1130)
Maintenance
Organisations**

**Thu 24 June
(1400-1530)
Get Ready
Be Safe**

**Introduction to
Safety Week**

**Top Safety Issues
Resources/Actions**

**Summary of
Safety Week**

**Top Safety Issues
from Analysis**

**Maintaining
Controller Skills
and Knowledge**

**Ramping Up
Operations &
Managing Skills
and Knowledge**

**Crew Skills and
Knowledge**

**Managing
Safety and
Competence in
Operations**

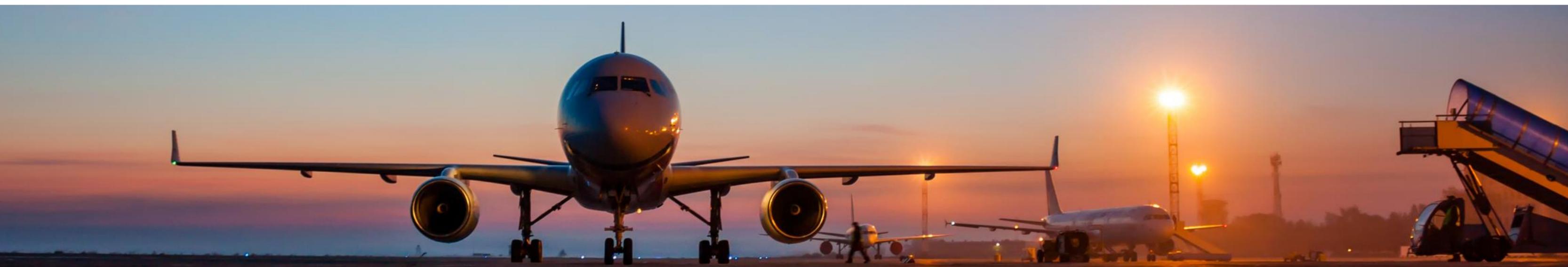
**Helping Staff
Return to Work**

**Safety
Leadership**

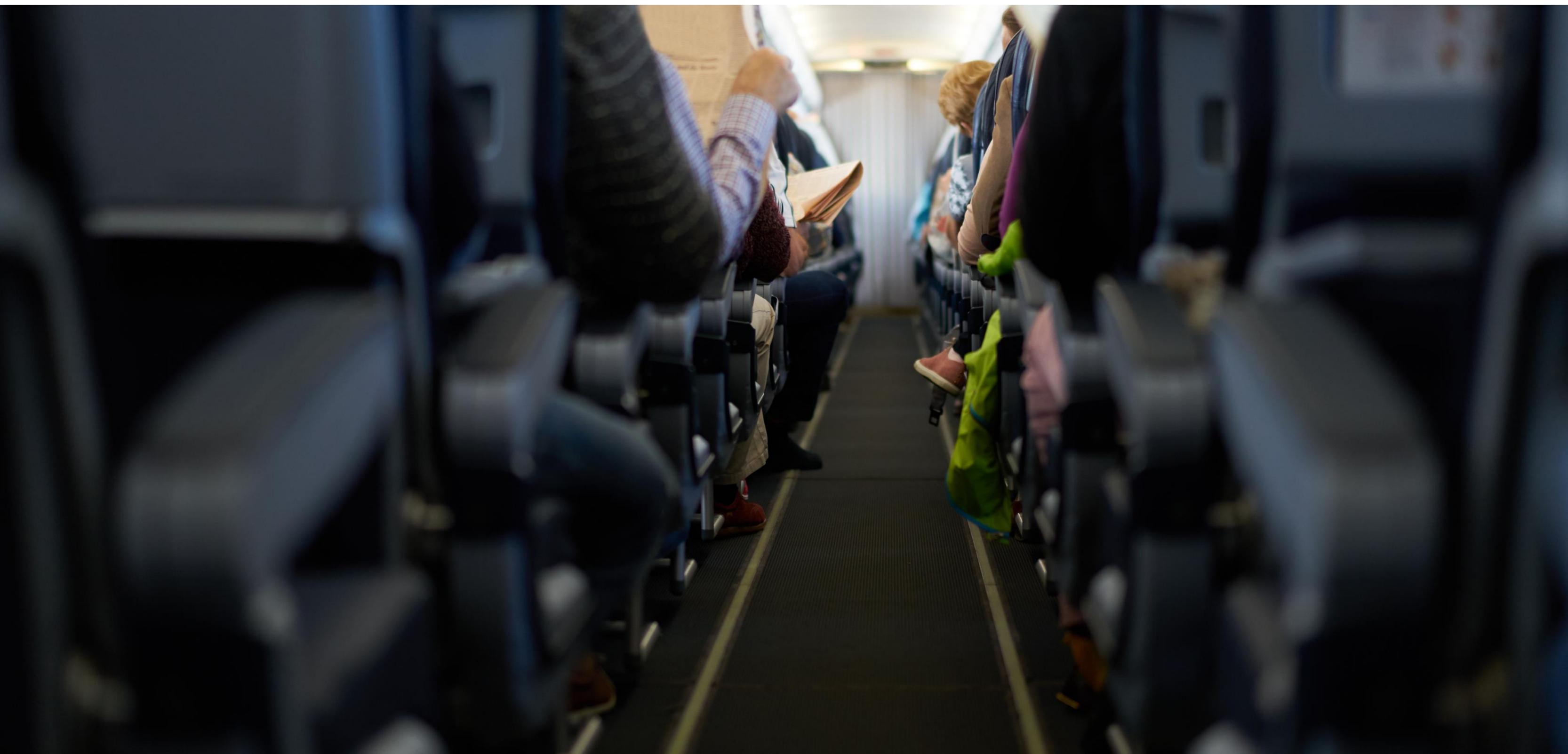
**Be Ready, Stay
Safe Actions**

**Returning
Aircraft to
Service**

**Talking About
Safety**



Air Operators - Cabin Safety





Cabin Safety Issues

TRAINING, CHECKING AND RECENCY

- Skills and knowledge degradation due to lack of recent practice
- Reduction in training effectiveness due to COVID-19 restrictions
- Knowledge transfer missed for new generation aviation personnel
- Cabin crew now working for different airlines than before COVID-19 - mixed composition on flights

HUMAN PERFORMANCE

- Decreased wellbeing of aviation professionals during shutdown and on return to work
- Aviation personnel fatigue
- Reduced adherence to procedures in the new working environment
- Unexpected team behaviours resulting from roster adaptations to the pandemic

INFRASTRUCTURE AND EQUIPMENT

- Disinfection (biocides) effect on aircraft systems and structural components

MANAGEMENT SYSTEMS

- Prevention and treatment of unruly passengers in the context of COVID-19
- Contamination and Risk of Infection on Return to Work
- Reduced focus on, or prioritisation of safety, human and organisational factors
- Carriage of hand sanitiser in the cabin



Cabin Safety Ramp-Up Resources

- [EASA - Review of Safety Issues Arising from the COVID-19 Pandemic](#)
- [EASA - Maintaining the Focus on Safety During the COVID-19 Pandemic](#)
- [EASA - SAFE360° Conference 8-10 June 2021](#)
- [EASA - Guidelines for Aircrew and Air Operations on the Use of Extended Exemptions](#)
- [EASA - SIB 2021-06 on the Vaccination of Aircrew](#)
- [EASA - Guidelines on Cabin Crew Recurrent Training](#)
- [EASA - Wellbeing Resource Hub](#)
- [EASA - Guidelines for allowing virtual classroom instruction and distance learning](#)
- [EASA/ECDC - Aviation Health Safety Protocol](#)
- [IATA - Guidance for Cabin Operations During and Post Pandemic](#)



Be Ready - Stay Safe: Cabin Crew 1

1 General

- Be flight ready (ID, passport with at least six months' validity, software updates to devices, check processes)
- Passengers will likely be worried to fly as well – show them empathy as you reassure and support them while gently and firmly making sure that health safety matters are implemented
- Never compromise on safety, do things right - follow recognised processes, procedures and practices. (Specifically focus on doors familiarisation)
- Use your organisation's reporting system and have open conversations about things that you are facing
- Be patient and understanding of colleagues, their rustiness/ fatigue and coming from different fleets/ airlines.
- Recognise and support crew who maybe adapting to a new and unusual working environment after a prolonged period away.

2 Pre-Departure

- Ensure that you have thorough pre-departure briefings and engage with all crew briefings.
- Ensure that you are mentally and physically prepared for the flight ahead.
- Ensure that you are familiar with the procedures. Some of the procedures might have changed since your last flight.
- Think about how you would handle specific situations (e.g. PED Fire, Passenger who Won't Wear a Mask etc).
- Have human performance issues at the front of your mind such as distraction or interruption and apply appropriate Human Factors coping strategies.



Be Ready - Stay Safe: Cabin Crew 2

3 In-Flight

- Work together as a team to help and support each other throughout the flight.
- Support your colleagues mental and physical wellbeing from start to finish.
- Try to identify and deal with potentially disruptive passengers as early as possible.
- Set the example to passengers with health protocols such as mask wearing.

4 Approach/ Landing

- Prepare the cabin for landing as early as possible.
- Give yourself time to perform a silent review on how you would perform in case of an emergency.

5 Post-Flight

- Take part in crew debriefs to see what lessons can be learned for future flights.
- Reflect on your own performance and think about what you could do better next time.

6 Layover

- Look after your own wellbeing during layovers - use the wellbeing coping strategies in the EASA Wellbeing Resource Hub.
- Look after colleagues to get through the situation together.

A diverse group of ten professionals, including a woman with a headset, a man in a suit, a woman in a pilot's uniform, a man with a beard and headset, a man in a pilot's uniform, a man in a suit, a woman in a pilot's uniform, a woman in a safety vest, and a woman in a safety vest holding a wrench, are standing behind a large white banner with a blue and white chevron border. The banner contains the text "Questions?". A traffic cone is on the floor in front of the banner. The background is blue with white line art of a car and a plane.

Questions?