

As operations start to increase - are you ready for Easter and beyond?

Last month we just had a little hope for a better year ahead. This month, it really looks like things are improving at long last. During the past month we have been focusing our efforts on the Runway to Recovery and the 3 key principles that should guide us over the coming months.

- **Welcoming Passengers** - creating a positive environment that make passengers feel good to fly again.
- **Operating Safely** - identifying and managing our top risks as part of a resilient management system.
- **Caring for our People** - ensuring the Wellbeing of aviation professional so they can perform to their best.

We have a dedicated area on the Air Ops Community Site where you can get access to lots of useful materials. You can also check out the Videocasts on the [Together4Safety Youtube Channel](#) or listen to the Conversation Aviation Podcast on Spotify or other good podcast services. In this month's Air Ops news you will find the following:

- An overview of the top safety issues from our EASA collaborative analysis to help you with "Operating Safely".
- Why "Caring for our People" is so important to ensure staff can speak up and talk about safety challenges?
- Some exciting new activities to help manage disruptive passengers.

We have the latest acronym of the month, [EASA updates on Runway Safety and Apron Management Services](#), the launch of the [Cybersecurity Community Site](#), a new version of the [EBT Mixed Checklist](#), [SMS in Part 21 and Part 145](#) and links to lots of interesting articles from our safety partners around the world. If you have anything at all you would like to share with the Air Ops Community (an article or event perhaps), let us know by emailing us at safetypromotion@easa.europa.eu.

What are the top Safety Issues that deserve your focus over the coming months? How do you really know? (Clue: you need to create the environment that enables your staff to be able to tell you)

The biggest question you might be asking right now is, "What are the top risks and safety issues that my organisation should focus on over the coming months?" Of course this is immediately followed by "What actions should we be taking to ensure these risks are mitigated effectively?" For specific safety issues a good starting point is the [A-Z Section of the Air Ops Community Site](#). There you will find lots of useful information on many different topics.

For this article we will focus on the top safety issues rather than the solutions themselves. A major challenge for any organisation is to identify their top risks in the continually changing and evolving environment that the industry finds itself in during this ramp-up phase of the pandemic. The key thing to remember is that the situation is different for every organisation so you need to consider the context of your operations when you do this. Information you get from our EASA analysis, or indeed from anywhere else, needs to be viewed from your own point of view.

There are two main sources of information you could use to identify your top risks:

1. As a starting point, you can use the [Revised EASA COVID-19 Safety Issues Report](#) to understand the typical issues that were identified from EASA's collaborative analysis with industry in the Collaborative Analysis Groups (CAGs).
2. As this report is a generic list of safety issues, it is vital that all organisations understand their own specific risks and mitigate them effectively. This relies on reports and information from within your organisation. Staff in all functions and at all levels must be able to feed your Safety Management System (SMS) with information about the different safety issues, risk and challenges they see in day to day operations.

Unless you have a working Just Culture and you encourage open conversations about safety and wellbeing then you will miss out on lots of vital intelligence and information to help keep your operation safe in these challenging times.

Top safety issues from the EASA collaborative analysis for you to consider in your own risk analysis

The Safety Issues Report covers over 50 different topics and risks that were identified from the work of the EASA Safety Risk Management Section and the industry partners in the different Collaborative Analysis Groups (CAGs). There are 4 key CAGs covering commercial fixed wing operations, CAT Aeroplanes (Air Ops), Aerodromes and Ground Handling, ATM and Human Factors.

This analysis is continually monitored and updated by the teams involved. From the latest analysis, the top safety issues that you should consider against the risks in your own management system are:

- **Reduced adherence to procedures in the new working environment:** A lot has changed during the COVID-19 Pandemic. As more staff return to work there is a lot for people to remember, in a continually changing environment. One major challenge is to ensure that any procedures in place are still relevant and something people are still able to do. At a practical level it is important that organisations make it as easy for staff to do the right thing and follow procedures. At the end of last year we hosted a videocast/ podcast on this topic, which you can watch on the [Conversation Aviation channel here](#) or listen to on [Spotify Podcasts here](#).
- **Impact of the pandemic on the ground handling industry:** Analysis has shown that the ground handling industry has been particularly hard hit by the pandemic. There are often less resources and less experienced people than airlines and airports may be used to. This makes it important for organisations to work together to help mitigate any risks that may arise on the ramp. Here in the EASA safety promotion team we are working with many ground handling stakeholders to help you understand the key challenges and implement possible solutions. More to come on that very soon.
- **Reduced available financial resources:** It will come as no surprise that the pandemic has reduced the financial resources available to most aviation organisations. When it comes to your SMS, this is a risk that you need to consider and manage. If there is the need to reduce resources somewhere in the business, you need to talk about that with your staff and take action to cope with it. Hoping for the best just isn't an option.
- **Shortage of operational and technical staff:** A follow on impact of the reduction in financial resources is that for many organisations there is a shortage of staff - again something to consider and manage. Hopefully as operations increase there will be the chance to improve the situation. This leads to another challenge to effectively integrate new staff into the operation, perhaps in numbers that you have never seen before.
- **Increase of cyber security issues related to the pandemic situation:** While you might be used to considering traditional safety issues within your SMS, analysis has shown an increased risk of cybersecurity issues. This is an emerging risk and EASA has recently started a new [Cybersecurity Community](#) to help people who need more information in this area.
- **Unusual approach profiles in the pandemic circumstances:** The reduction in air traffic during the pandemic has led to various changes in approach profiles. This has led to reports of some challenging or rushed approaches. During the [Ramp-up Campaign](#) last year, we specifically focused some guidance on this topic to remind airlines to consider the implications when pilots accept shortcuts.
- **Increased presence of wildlife of aerodromes:** The significant reduction in movements around airports has led to an increased amount of birds and wildlife that in turn led to an increase in birdstrikes in the summer of 2020. The upcoming period from Easter to Summer is traditionally the most challenging for this risk so it's important you pay particular attention to it. We have done a great deal of promotion material on this topic that you can find on the [Air Ops Community Site](#).
- **Long gap in flying following type-rating training:** One of the challenges that has been identified from a flight crew perspective is that for many people there has been a long period of time since their type-rating training. It is important to support all returning staff members so that they have the skills and knowledge they need to perform their duties safely.

- **Reduction in training effectiveness due to COVID-19 restrictions:** Another issue associated with training, skills and knowledge is the impact that the various COVID-19 restrictions have had on the ability to conduct effective training. It is important to consider how staff have been affected at an individual level and do everything possible to address any gaps that exist.
- **The scale of aircraft storage and subsequent destorage may lead to technical failures:** Many aircraft have spent long periods of time on the ground during the pandemic. The task of bringing aircraft back into service safely should not be underestimated and there is naturally an increased risk of technical failures. Check out the [discussion with a number of maintenance organisations](#) on this risk during last year's Ramp-up Safety Week.
- **Aviation personnel fatigue:** The pandemic has been tough on us all. We all find ourselves in different situations both personally and professionally. When this is added to the operational challenges of the pandemic there is a very real risk of fatigue and its impact on human performance and safety. For organisations it is vital to manage this risk carefully and for individual's use the resources in the [EASA Wellbeing Hub](#) to practice self care as much as possible.

What does "Caring for our People" really mean in aviation?

One of the 3 parts of our Runway to Recovery campaign this month is all about "Caring for our People". It's likely that you have heard a lot about wellbeing during the pandemic but we know that there are many different ideas about what this really means in practice. As with anything, it's important that we all have a clear idea what we are talking about. To help understand more about the challenges with Wellbeing, have a look at the results of the most [recent survey from the team at Trinity College, Dublin](#).

The first thing to be aware of is that wellbeing is not just about yoghurt and Yoga. Holding a wellbeing week and then forgetting about the topic for the rest of the year is not an option any more. Below you will see the definition of wellbeing that we have developed with our safety partners to help provide something more understandable.

WHAT WELLBEING FOR AN ORGANISATION IS NOT



WHAT WELLBEING IS

a state in which the organisation, through its culture, policies, procedures and resources mitigate the physical and psychosocial risks (e.g high levels of stressors, bullying, workload) to an individual, and the individual is able to work and develop in an atmosphere of respect, fairness, honesty and open communication without fear of sanction or discrimination.



WHERE ARE YOU ON YOUR WELLBEING JOURNEY?



At an organisational level, wellbeing is about managing workplace hazards that impact human performance as part of your SMS. A key part of that is having a culture of trust that enables staff at all levels to have positive conversations about safety and wellbeing. At an individual level, it's about practicing self-care to support your own wellbeing. This is where our Resource Hub is designed to help.

We are pleased to announce that we will be hosting a Wellbeing Awareness Week from 7 to 11 March - stay tuned and get involved!

Be part of our Disruptive Passenger Campaign - 11 to 14 April

If you work for an airport or airline, you will likely have experienced an increase in disruptive passengers. The stresses of the pandemic and the continually changing rules make things more stressful for our passengers and can lead to more challenging situations for ground staff and cabin crew.

In a collaboration with ACI, EFT, IATA and a number of airlines and airports we will be launching a Disruptive Passenger Campaign that will run from 11 to 14 April. This is the week running up to Easter and the goal is to promote the idea of "being nice" to the customer facing staff in aviation. We will be producing a range of materials including promotional material and also training material to help de-escalate challenging situations. Be part of the campaign by contacting the EASA Safety Promotion Team on safetypromotion@easa.europa.eu. More information will be available in the coming weeks.

Disruptive Passengers Causing you Problems?

Be part of our "Be Nice" Campaign from 11 to 14 April to help improve things before the Easter holidays



All your questions on Apron Management Services and Runway Safety now answered.....

In November 2021 the EASA Aerodromes Section hosted Webinars on [Apron Management Services \(AMS\)](#) and [Runway Safety Webinar](#). Over 800 people from across Europe and beyond joined this event and we got a huge number of really interesting questions from across the 2 events, almost 100 in total covering a range of topics including FOD, Language Proficiency, Training and many more.

The answers to the Q&A are now available on the [AMS](#) and [Runway Safety Pages on the Air Ops Community Site](#). On the page you will find the organised set of Q&A and at the bottom of the page there is also a PDF download that you can email to colleagues. Feel free to ask further questions on this page itself.

EASA launches new Cybersecurity Community Site

The Community Sites are a key part of EASA's engagement and collaboration with the front line aviation industry. We get around 1,000 visitors a day already to the Air Ops Community so it's a great resource for people across the industry. As we talk more about Cybersecurity threats within the industry, our experts identified the need for a dedicated Community Site covering this important area.

The Cybersecurity Site is now online at the [link here](#) - share it with any colleagues involved in this field of work. It's a great source of useful information, straight from the experts at EASA and beyond.

EASA Flight Examiner Manual, Aircrew Rules, FDM and PBN

There are some other EASA updates that you might have missed. So here are the links to everything else published by EASA since January 2022 (Click the link in the title to access the material on the EASA website):

- The Flight Examiner Manual is made up of 15 individual documents. So far these were published as individual module but we received a number of requests for a single PDF document for printing - [this is now online](#).
- Latest version of the [Easy Access Rules for Aircrew](#).
- Guidelines on [FDM analysis techniques and principles](#).
- [Updated FAQs on Performance Based Navigation \(PBN\)](#).

Acronym of the Month – SMS (Now coming to Part 21 and 145)

This month, our acronym of the month is SMS which of course stands for Safety Management System. In the Air Ops world people have been used to SMS for a number of year. Now SMS is also coming to both Part 21 (Design and Production) and Part 145 (Maintenance), which is an exciting development. This makes it a good opportunity to really step back and think about the purpose the SMS in your organisation. Ideally your SMS should be focussed on answering this question.

"Are we managing operations safely, so that aviation safety risks are kept to an acceptable level"

Some other great articles, videos and other material

There are lots of interesting and engaging articles, videos, documents and other materials being created by all sorts of people around the world of aviation safety. We are always finding really interesting and exciting things so we thought it would be useful to share them with you - here are the highlights (as always, click the title to open the article, video or webpage):

- **Skybrary Article on a Rejected Take-Off Occurrence**: Skybrary is a great source of interesting safety material. A recent article covered a rejected take-off of an ATR-72 where the crew confused the left runway edge marking with the centre line. Its an interesting read and a risk that you might not have considered in your own organisation.
- **Mentour Pilot - Fire on Boeing 747 UPS Flight 6**: Petter Hörnfeldt always creates interesting and engaging videos on his Mentour Pilot Youtube channel. He has recently made a video looking at the lessons learned from the In-flight fire of UPS Flight 6.
- **Latest news from CAE's Airside.aero**: Keep in touch with lots of different aviation news articles on Airside.aero the pilot community site from our safety partners at CAE. There's a really interesting article published recently on the view of safety risks from the cockpit, especially for business aviation.

Calling all GA Pilots - GA Season Opener from 14 to 25 March

We know that many of you are also involved in General Aviation. If that's the case, you will hopefully be interested to hear about the Europe-wide GA Season Opener that EASA will be hosting with stakeholders from across the GA community during the weeks of 14 to 25 March 2022. There will lots of different events and online session throughout these two weeks - you can find out more about the full programme on the GA Season Opener Webpage. Make sure to register for the opening session from 1230 to 1330 CET on 14 March.

If you are involved in a flying club anywhere in Europe we would love you to host a Season Opener event of your own. It doesn't need to be anything formal, just a discussion about being ready for the season. If you are interested to host an event, just drop us an email to safetypromotion@easa.europa.eu.

The Importance of Culture in this month's Safety Playlist.....

Our safety playlist is partly about using music to inspire our work and also about getting you thinking about safety in slightly different ways. As we look to Easter and beyond, successful operations will rely on what we learn from our operational staff about the safety challenges they face every day. Thanks to our efforts and collaborations we ensure many thousands of people reach their destinations in safety every single day. To celebrate this our first track for 2022 is "Enjoy the Silence" by Depeche Mode.

For our second song we want to inspire you to think ahead to have a great ramp-up. You can avoid a "Cruel Summer" by following our tips, Being Ready and Operating Safely - thanks to the Bananarama classic.



Avoid a "Cruel Summer" by planning ahead, Being Ready and Operating Safely

It's all in the conversation - keep talking!