



**Stronger and Safer  
Together, Always**

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



**AIRBUS**

**easyJet**



**canso**



EUROPEAN TRANSPORT  
WORKERS' FEDERATION



**LUX**  
CONSULTING



**OliverWyman**  
CAVOK



Resilient Pilot



**ROYAL  
AERONAUTICAL  
SOCIETY**

Human Factors Wellbeing Group



aviation consultancy

**TAP AIRPORTUGAL**

A STAR ALLIANCE MEMBER



**T-C-ALLIANCE**  
A QUALITY FUTURE FOR AVIATION



Trinity College Dublin  
Coláiste na Tríonóide, Baile Átha Cliath  
The University of Dublin

Verda Consulting

# Campaign Supporters



**AIRBUS**

**easyJet**



**EUROPEAN TRANSPORT WORKERS' FEDERATION**



**ECA** Piloting Safety  
European Cockpit Association



Resilient Pilot





## Its purpose and what it stands for

""To provide useful information that engages people in *positive conversations about safety* so that the aviation community can *deliver the safety capacity needed to ensure safe operations*""

### Collaborative

- We collaborate to understand the challenges industry are facing and work hard to help develop practical solutions.

### Plain Speaking

- We use plain, simple language that seeks to provide the clarity people need to easily understand often complex information without talking down to them.

### Useful and Supportive

- We collaborate to understand the challenges industry are facing and work hard to help develop practical solutions.

### Engaging

- We start positive conversations about safety that gets people thinking and provide the tools and information industry needs.

# The "Always" Campaign

## Stronger, Safer, Together - Always

Safety is not a process or an outcome. It is the capacity of all stakeholders in the aviation system to collectively contribute to safe and effective operations, every single day - always

### The importance of a collaborative, industry-wide campaign



Aviation relies on all actors working in a coordinated and connected way.



We achieve more we align our core values and work together with common goals



We focus on key activities, actions and behaviours that are at the heart of safe operations

# **Be Ready, Stay Safe - Driving Safe Operations**

## **Be Ready means**

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

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

Defining and living by the values that creates the trust needed to support positive safety conversations.

## **Stay Safe means**

Encouraging people to do things the right way by following the relevant processes, procedures and practices.

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

Inspire your teams to talk about safety and then having a positive approach to learning and solving problems.

# The Audience for the Campaign?

- 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?

- Defining the campaign, its goals and values
- What is "Be Ready" and "Stay Safe"
- Examples of the key actions for each of the domain groups
- Domain safety issues
- Domain Ramp-up resources
- Safety posters



# What you can do with the material?

- Go to the EASA Air Ops Community to get access to the Safety issues report and other Ramp-Up Resources.
- Use the campaign material within your own organisations during the summer and beyond - the messages are for always.
- Register for the domain discussions at the EASA Safety Week between 26-28 June (Register via the EASA Website)
- Join the ongoing discussions with our Conversation Aviation webinars and on the LinkedIn Group.





# Organisational - 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.**



# Organisational - 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 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.**



# Organisational - Communication

- **Have a clear safety 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 the systemic and collaborative nature of the challenge that aviation faces - the need to embrace partners and airport community in communications.**
- **Communicate about your reporting system and confidential reporting processes under Reg 376/2014**



# Organisational - Policy and Procedures

- **Ensure that all procedures/ manuals are up to date and that they are applicable to current situation.**
- **Encourage staff to follow rules, procedures and normal practices at all times but also encourage them to tell you when the real work has cannot be done within the processes as designed.**
- **Encourage positive conversations about how to improve the way things are done if they are not fit for purpose - continually have these conversations.**
- **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.**



# Organisational - 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.**



# Organisational - 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.**



# Organisational - 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.**





# Organisational - 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.**
- **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.**
- **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.**



# Organisational - 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.**



# Support Teams - 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.**



# Support Teams - Managing 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?**



# Support Teams - 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.**



# Support Teams - Communicating to colleagues

- **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**

A diverse group of ten professionals, including a call center agent, business executives, a pilot, and construction workers, are holding a large banner. The banner has a blue and white chevron border and the word "Questions?" written in a large, bold, dark blue font. The background is a solid blue color with faint white line art of a car and a plane. A single orange and white traffic cone is on the floor in front of the banner.

**Questions?**

**Come and join  
the discussion!**

