



EASA

European Aviation Safety Agency

Implementation of the NEW Common requirements rule Regulation (EU) 2017/373

Human Factors requirements for ATC providers

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CIR (EU) 217/373 | Annex IV – Part-ATS

Section 1 – GEN

COVER
REGULATION

Annex I
Definitions

Annex II
Part-
ATM/ANS.AR

Annex III
Part-ATM/
ANS.OR

Annex IV
Part-ATS

Annex V
Part-MET

Annex VI
Part-AIS

Annex VII
Part-DAT

Annex VIII
Part-CNS

Annex IX
Part-ATFM

Annex X
Part-ASM

Annex XI
Part-ASD

Annex XII
Part-NM

Annex XIII
Part-PERS

Annex IV
Part-ATS

Subpart A
ATS.OR

Section 2 – Safety of
services

NEW

Section 3 – HF
requirements for ATC
providers

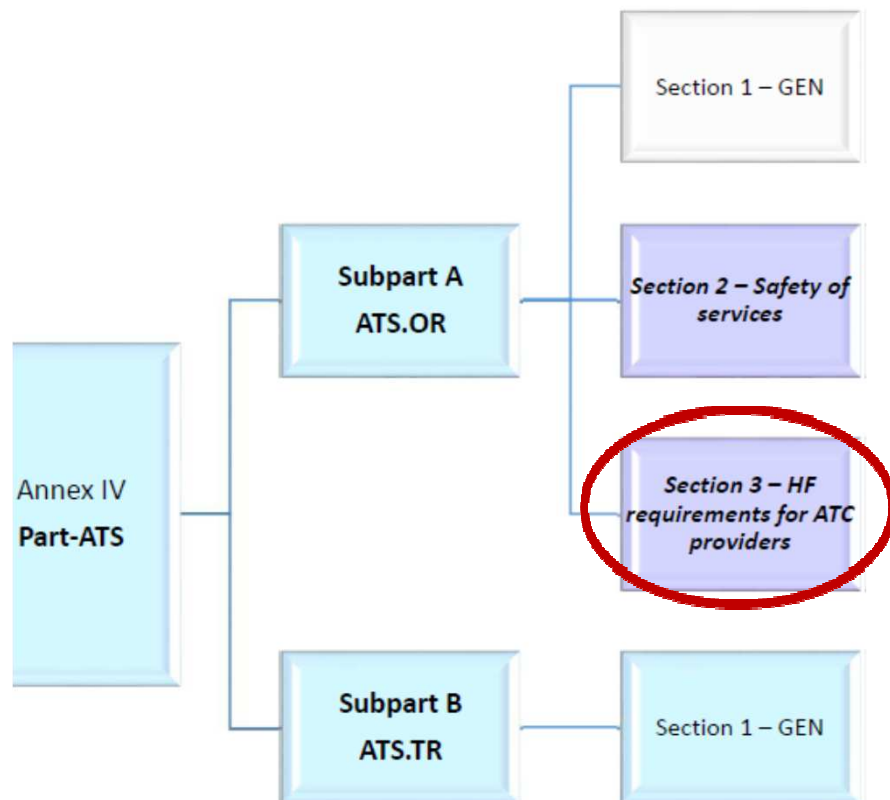
Subpart B
ATS.TR

Section 1 – GEN



CIR (EU) 217/373 | Annex IV – Part-ATS

Implementation of ERs in Regulation 216/2008, Annex Vb, Section 5(b)



Within Regulation 2017/373:

Annex I ‘Part-DEFINITIONS’ includes relevant definitions

Annex IV ‘Part-ATS’, Subpart A, Section 3

Includes Organisation Requirements concerning:

- the prevention and mitigation of the risk that ATCOs provide ATC service provision under problematic use of psychoactive substances;
- ATCOs’ stress and critical incident stress management;
- ATCOs’ fatigue management, including rostering systems



ATS.OR.305

Problematic use of psychoactive substances (1)

- The ATS provider shall develop and implement:
 - a policy and related procedures to ensure that problematic use of psychoactive substances does not affect ATC provision
 - an objective, transparent and non-discriminatory detection procedure, to be approved by the competent authority

- GM with reference to ICAO Doc 9654 'Manual on Prevention of Problematic Use of Substances in the Aviation Workplace' concerning the development and implementation of:
 - the policy
 - training and education programmes
 - the detection procedure



ATS.OR.305

Problematic use of psychoactive substances (2)

- AMC1 ATS.OR.305(a) – Policy and procedures
 - training and educational material on p.a.s. effects, procedures in force, individual and organisational responsibilities
 - support to ATCOs
 - just and equitable treatment of ATCOs
 - occurrence investigation consideration
- AMC1 ATS.OR.305(b) – Detection procedure
 - the mechanisms and responsibilities for initiation
 - applicability in terms of timing and locations
 - the person(s)/body responsible for testing the individual
 - the testing process
 - thresholds for psychoactive substances
 - the process to be followed in case of detection of problematic use of psychoactive substances by an ATCO
 - the appeal process.



ATS.OR.310 - Stress

- ATCOs' stress management to be ensured i.a.w. the SMS framework of the ATS provider
- The ATS provider shall:
 - develop and maintain an ATCOs' stress management **policy**, including **critical incident stress management programme**;
 - provide ATCOs with **education** and **information programmes** on the prevention of stress, including critical incident stress, complementing HF training as in Regulation (EU) 2015/340
- GM on the fundamentals of stress, critical incident stress, related information and education programmes



AMC1 ATS.OR.310(a) Stress management policy

- The policy addresses in particular:
 - the organisational commitment to manage stress and to implement a critical incident stress management programme
 - the individual and collective responsibilities
 - the allocation of appropriate resources
 - the commitment to a continuous improvement of the existing procedures
- In accordance with the policy, principles and procedures for:
 - critical incident stress management
 - stress reporting
 - consideration of stress in the context of occurrence investigation and analysis activities
 - identification and management of the effect of stress on the safety of operations



ATS.OR.315 – Fatigue

- ATCO fatigue management to be ensured i.a.w. the SMS framework of the ATS provider
- The ATS provider to:
 - develop and maintain a **policy** for the management of ATCOs' fatigue;
 - provide ATCOs with **information programmes** on the prevention of fatigue, complementing HF training as in Regulation (EU) 2015/340.
- GM1 ATS.OR.315(b): information programmes to raise ATCOs' awareness on fatigue and its effects on individuals and on operations. May consist of lectures, leaflets, posters, CDs, etc.



AMC1 ATS.OR.315(a) Fatigue management policy

- The policy addresses in particular:
 - organisational commitment and the individual and collective responsibilities
 - allocation of appropriate resources
 - commitment to a continuous improvement of the existing procedures
- In accordance with the policy, principles and procedures for:
 - fatigue reporting (e.g. taxonomy for fatigue)
 - consideration of fatigue in the context of occurrence investigation and analysis activities
 - identification and management of the effect of fatigue on the safety of operations (e.g. periodical fatigue survey, data analysis, training for managers and staff involved in fatigue/rosters management, system support for rosters management and monitoring)



ATS.OR.320 ATCOs rostering system (1)

- The ATS provider shall develop, implement and monitor a rostering system and specify:
 - maximum consecutive working days with duty;
 - maximum hours per duty period;
 - maximum time providing air traffic control service without breaks;
 - the ratio of duty periods to breaks when providing air traffic control service;
 - minimum rest periods;
 - maximum consecutive duty periods encroaching the night time, if applicable, depending upon the operating hours of the air traffic control unit concerned;
 - minimum rest period after a duty period encroaching the night time;
 - minimum number of rest periods within a roster cycle
- Consultation with ATCOs or their representatives is required



ATS.OR.320 ATCOs rostering system (2)

➤ Definitions:

‘rostering system’ means the structure of duty and rest periods of air traffic controllers in accordance with legal and operational requirements;

‘break’ means a period of time within the duty period when an air traffic controller is not required to perform duties, for recuperation purposes;

‘duty’ means any task that an air traffic controller is required to perform by the air traffic control service provider;

‘duty period’ means a period which starts when an air traffic controller is required by the air traffic control service provider to report for or be available for or to commence duty and ends when the air traffic controller is free from duty;

‘rest period’ means a continuous and defined period of time, subsequent to and/or prior to duty, during which an air traffic controller is free of all duties

- AMC1 ATS.OR.320(a)(6);(7): Night time should be considered as the time between midnight and 05.59
- GM1 ATS.OR.320(a): Selection and revision of rostering system based upon scientific principles, data gathered, best practices



EU vs ICAO requirements

- Amendment 50-B to ICAO Annex 11 applicable as of November 2020
- Introduces requirements for ATCO fatigue management, including:
 - Prescriptive limitations for rostering systems
 - as total or partial alternative, a FRMS approach
 - Doc 9966 Manual for the Oversight of Fatigue Management Approaches
- EASA RMT.0486 'Alignment with ICAO ATCO fatigue management provisions'
 - To consider introducing FRMS requirements
 - Prescriptive approach already covered
 - RMT planned to be initiated in Q4 2019



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