

# Fatigue Management Training at Finnair

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# About Finnair

- Finnair is a network airline, specialising in connecting passenger and cargo traffic between Asia, North America and Europe
- One of the oldest operating airlines in the world, celebrating its centenary in 2023
- Current all Airbus fleet consisting of 17x A350-900, 8x A330-300 and 30x A319/320/321 variants with partners in SH and regional traffic
- Main operating hub and crew base at Helsinki Airport, regional cabin crew based also in several Asian destinations



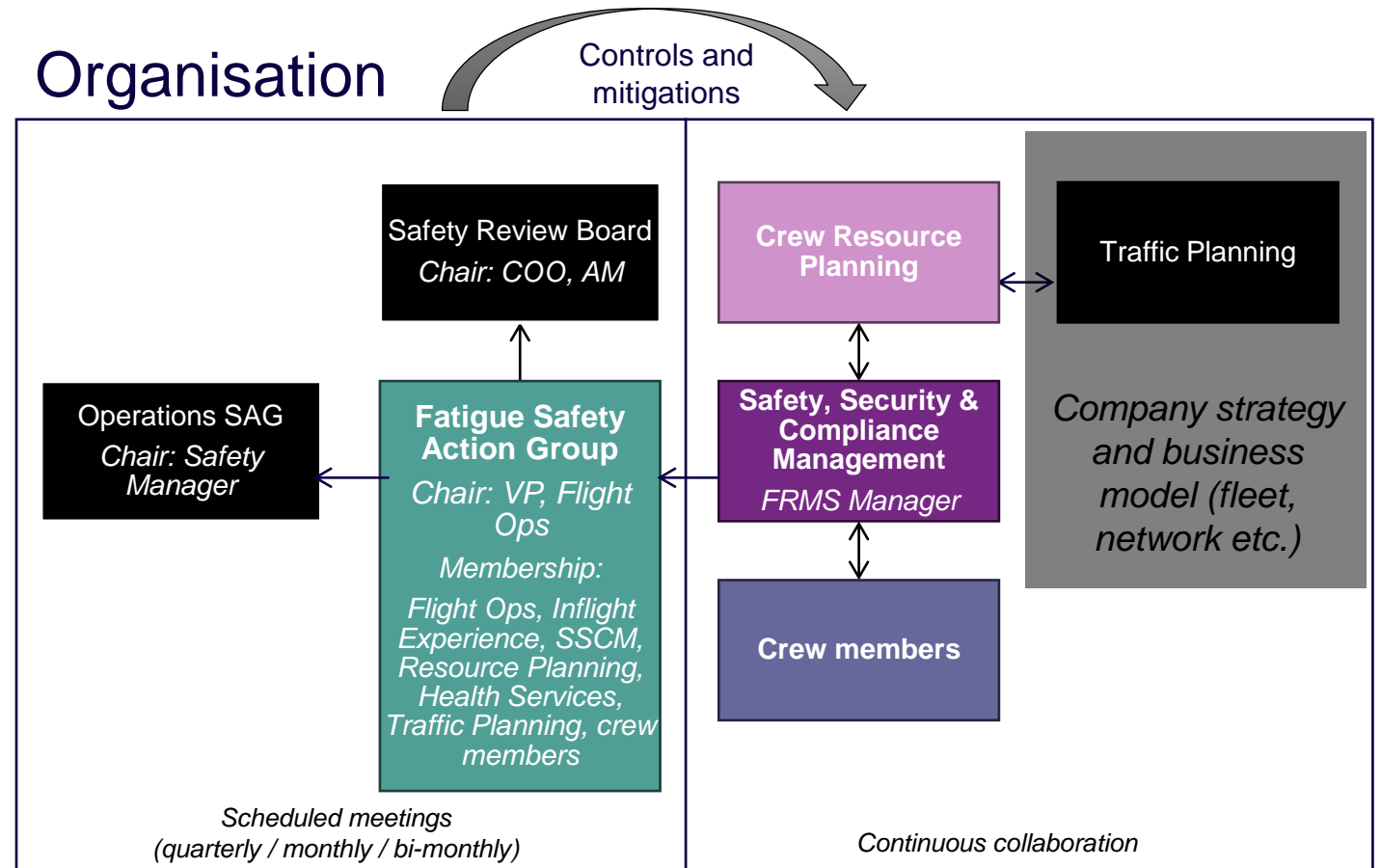
# Fatigue Risk Management at Finnair

## Scope

All flight operations; both flight and cabin crew

1. To enable fulfilling operator responsibilities in crew scheduling overall
2. A prerequisite to our LHR reduced rest deviation
  - We can plan a 9-hour rest at LHR (with conditions)
3. During the pandemic and the war in Ukraine, existing FRM was instrumental in securing temporary exemptions
  - Back-to-back LH operations (up to 24h FDP) in 2020-22
  - Increased max FDP on overnight flights to TLV in March 2022 (since rescheduled)

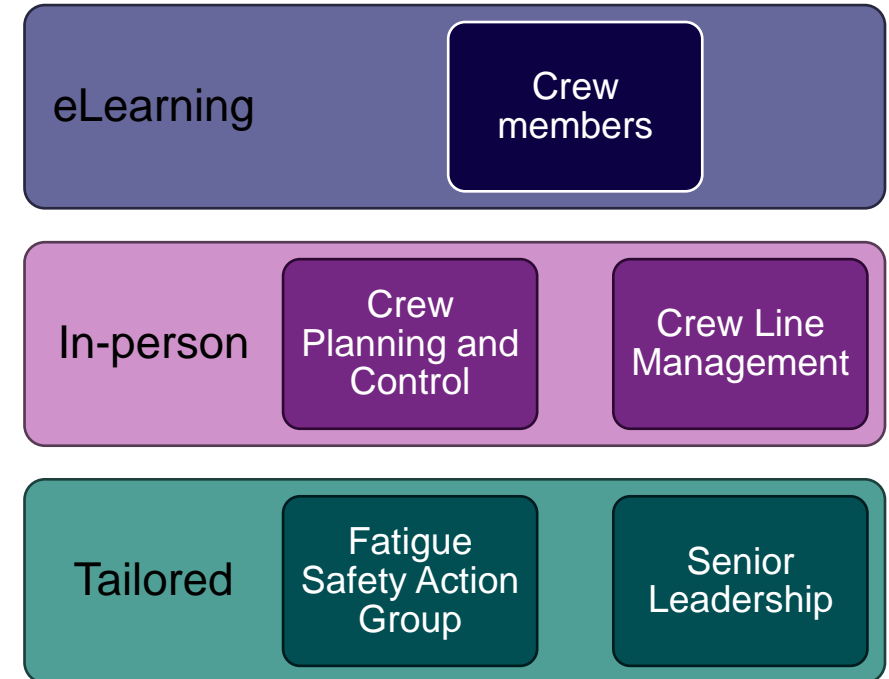
## Organisation



# Fatigue Management Training – the basics

- Syllabi defined in Fatigue Risk Management Manual (FRMM) as part of FRM promotion processes
  - Covering the requirements in AMC1 ORO.FTL.250 as well as recommended fatigue training topics when using an FRMS to manage fatigue according to *IATA, ICAO and IFALPA Fatigue Management Guide for Airline Operators (Second Edition, 2015) Appendix D*
  - The fatigue management guide is a good resource overall and has different training recommendations for different target groups
  - **Note:** The training described here includes the overall role of the regulatory requirements for flight, duty and rest in fatigue management but don't go into details of the rules and how to apply them in various scenarios
- Annual training plan set by Fatigue Safety Action Group (FSAG)

Five target groups, three approaches:





# eLearning

## Crew members

- Initial training
  - In-house produced elearning programme ~1h
  - Focus on practical guidance tailored to Finnair operations and personal strategies
  - Operational experience and real-life examples from e.g. fatigue reports makes the content more relevant for crew members
  - The most recent update just went active at the start of the year
- Recurrent training typically once in every three years with an updated elearning programme
  - Currently running in 2024
  - In 2018, we chose to have a 1h classroom session as part of cabin crew recurrent training

1.	Sleep and fatigue
(i)	Fatigue symptoms
(ii)	Consequences of fatigue in aviation
(iii)	Sleep fundamentals
(iv)	Fatigue causes
(v)	Other relevant fatigue factors
(vi)	Personal fatigue and alertness management strategies
2.	Fatigue risk and Flight time limitations
3.	Shared responsibility in fatigue management and Finnair Fatigue Risk Management Policy
4.	Fatigue Risk Management at Finnair



# In-person

## Crew Planning and Control

## Crew Line Management

- Slightly different syllabi but the initial training is organised combined
  - Special focus on tools and processes related to crew scheduling vs people management
- Initial training
  - 1d in-person interactive session with FRMS Manager
  - ~½ day on sleep and fatigue, ~½ day on FRM tools, processes and responsibilities
  - Organised a few times a year as needed – on this scale this is fun and energising for me as well
  - Additionally, all resource planning (all planning areas incl. e.g. tech and ground ops) and safety personnel invited
  - Diverse group of participants brings a wealth of previous experience to the discussion
- Recurrent training
  - Minimum: periodically completing the crew elearning programme
  - Complemented as needed with tailored in-person sessions on team meetings, recurrent training days or other such events





# Tailored

## Fatigue Safety Action Group

## Senior Leadership

- For new FSAG members and relevant senior leadership, initial training is included individually in the on-the-job training considering their previous experience and training
  - For FSAG members, they typically at least attend the 1d training session (if haven't done so previously)
  - Tailored in-person sessions with FRMS Manager fitting the busy schedules of senior leaders and their background
- Recurrent training for FSAG is defined as part of the annual training plan
  - At least the periodic elearning programme
  - Over the years we've had external guests explaining topics in their area of expertise (more frequently in the initial years, no guests since the pandemic for understandable reasons but our own maturity has improved as well)

# Shared responsibility in training

- The concepts and responsibilities need to be explained but they can seem a bit theoretical and frankly boring
- One effective way to make people think seems to be to explain what happens if something was to go horribly wrong
- In case of an official investigation, the authorities will investigate company actions or inactions (and authority actions or inactions too) but also anything the crew did or didn't do during their rest and duty (anything from social media and layover hotel key card use to daily commutes and interviewing family members on sleeping habits); nothing remains private in that context and nowadays there are electronic records of everything
- There are (unfortunately) real-life examples to confirm this







**Thank You.**

