



EASA Safety Week

Session 5 - Air Ops

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Flying through a pandemic ...

Flight safety remains a constant priority

- + Our company's values: Simplicity, Passion, Responsibility
- + Positive Safety Culture
- + Management System
- + Senior and Accountable Management
- + Management dilemma – Production vs. Protection
- + Workforce reduced by more than 50%
- + Change Management
- + Risk Assessment
- + Mitigating Actions





IDENTIFIED RISKS THROUGH RISK ASSESSMENTS



Crew Composition



Reduced flying



Human Performance
& Limitations





Crew Composition

Risks

- + Flat Authority Gradient
- + Crew Members equally qualified
- + Pilot Flying (PF) and Pilot Monitoring (PM)
 - Instead of Captain and First Officer roles
- + Leadership – Followership

Mitigating actions

- + Roles of PM and PF had been implemented
- + Safety Message
- + Additional training of new role
- + Importance of CRM
- + Complacency



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COMPLACENCY THE DIRTY DOZEN

1. LACK OF COMMUNICATION
2. COMPLACENCY
3. LACK OF KNOWLEDGE
4. DISTRACTION
5. LACK OF TEAMWORK
6. FATIGUE
7. LACK OF RESOURCES
8. PRESSURE
9. LACK OF ASSERTIVENESS
10. STRESS
11. LACK OF AWARENESS
12. NORMS

This refers to ALL AREAS of activity related to aviation



"I've looked back there 1,000 times and never found anything wrong!"

80%
of mistakes in aviation involve HUMAN FACTORS and if not detected could lead to accidents

COMPLACENCY COUNTERMEASURES

- ✓ Be sure to follow procedures, checklists and worksheets at all times, WITHOUT EXCEPTIONS.
- ✓ Don't assume anything - Check!
- ✓ Learn from the mistakes of others.
- ✓ ALWAYS assess the risk.
- ✓ Train yourself to expect to find a fault.
- ✓ NEVER sign for anything you didn't do or check.



Reduced Flying

Risks

- + Reduced flying
- + Recency requirements at risk
- + Experienced pilots
- + Mismanagement of flight
- + Situational Awareness

Mitigating actions

- + Simulator training doubled
- + Extra simulator session

- + Safety is like training – you are never done!



Human Performance & Limitations

Acquiring a complex skill and degradation

- + Skill acquisition is a continuous process
 - Cognitive stage, Associative stage, Autonomous stage
- + Becomes automatic through immense practice
 - Motor memory
- + Lack of practice – skills erode
- + Human brain limitations
 - Blocking
 - Forgetfulness
 - Bias
 - Inattentional Blindness
 - Fixation
 - Processing Capability





... and landing safely!

- + The Safety Management System
- + Safety Action Groups
- + Safety Review Board
 - The torchbearers of safety – Inspiring others

Ramp-Up Challenges

- + Quick return to “normal”
- + Hiring faster than anticipated
- + Training department trying to keep up
- + Pressure to do training in shortest time possible
- + High demand of TRI/TRE



Thank you!

