**RRM training syllabus Chapter 2 SAFETY REGULATIONS**

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| **Safety regulations** |  |  | **Introduction**  **Ask** questions:   * Why people need to regulate? * Why are humans being prone to take shortcuts? * Do we really need to regulate human safety, like if humans inevitably rush for self-destruction? | **2** |  |
| **Airlines/**  **Airports**  **GSP** | * Awareness of regulations for airlines and airports concerning aircraft handling * Awareness of regulations concerning aircraft safety * Awareness of the effect of regulations on GSP and procedures * Adherence to procedures * Motivating others to adhere to procedures | * **Ask** the trainees the following questions   + What is safety? What is the difference with security?   + How do you ‘do’ safety? What do you need to be safe (as an individual, as an organisation)? Is it enough to comply with the regulations to be safe?   + Whose responsibility is it? What role(s) does each party play? Example; it is cold in the morning before you get into your car. Whose responsibility is it that you do not skid off the road? City council or yours?   **Ask** what can you do to make sure this does not happen? (feel road with foot, test brakes carefully, etc.)   * Safety is hard work, continuously, it is about creating margins;   **Ask** how could you do that? - instead of driving past an aircraft at 1 meter all the time, you could make it 2 or 3 meters.   * **Ask** how important safety is? * **Ask** what they think of rules and procedures and then show the slide with the cartoons. * **Emphasize** that you still have to think while using procedures! Just following procedures might not be enough. * **Explain** that the European Union (EU)-OPS regulations specify minimum safety and related procedures with regard to the aircraft turnaround process: * Appropriate ground handling facilities to ensure the safe handling of its flights; * Ground facilities and services required for the planned flight are available and adequate; * The load is properly distributed and safety secured; * The mass of the aircraft, at the commencement of take-off roll, will be such that the flight can be conducted in compliance with the applicable regulations concerning aircraft performance. * Taxi-in, passenger (dis)embarkation, pre-flight check, receipt of Passenger Information List, receipt of fuel upload, receipt of NOTOC, loadsheet completion and pushback. * Any visible damage to the aircraft shall be reported.   Many SOP’s are derived from one of the EU-OPS laws. | **20** | **Write** **catchwords** on flip-over |
|  |  |  | * **Make clear** that next to the EU-OPS procedures there are also internal company procedures, **ask** what procedures do (SOP’s) and **show** slide. * **Emphasize** that procedures help to operate with greater consistency, both in its internal and external workings. * **Ask** why people not follow SOPs and then show the PowerPoint slide. * Do they recognize any of these examples? * What did they do or could they have done to prevent (future) SOP non-adherence?   Aircraft operators are obliged by EU-OPS to establish procedures and instructions for each aircraft type, for all types of operation on the ground and in-flight. This is why there are so many different handling procedures currently. | **8** |  |
|  |  |  |  | **Total time 30** |  |