

# EASA SAFE RESTART

Webinar

June 2021



SAFETY, SECURITY & COMPLIANCE

easyJet

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# SS&C PRIORITIES - FRAMEWORK

Safe and Responsible  
Survive the Covid-19 pandemic without harm to people or assets  
Ensure the foundations are in place to thrive

BAU

(Run the business today)

Focus Risks

Significant Changes (OPRs)  
(Part CAMO, Brexit, LGW, iPad)

Summer 21 Readiness

People and organisation change

**Fit and competent for duty**

3<sup>rd</sup> parties can support US (governments, regulators, contractors and suppliers)

Aircraft ready to operate (parked, stored, returned to service and EOL)

Biosecurity

Operator Readiness - programme and change management

Management System

Safety Culture

Human Factors



# FIT AND COMPETENT FOR DUTY

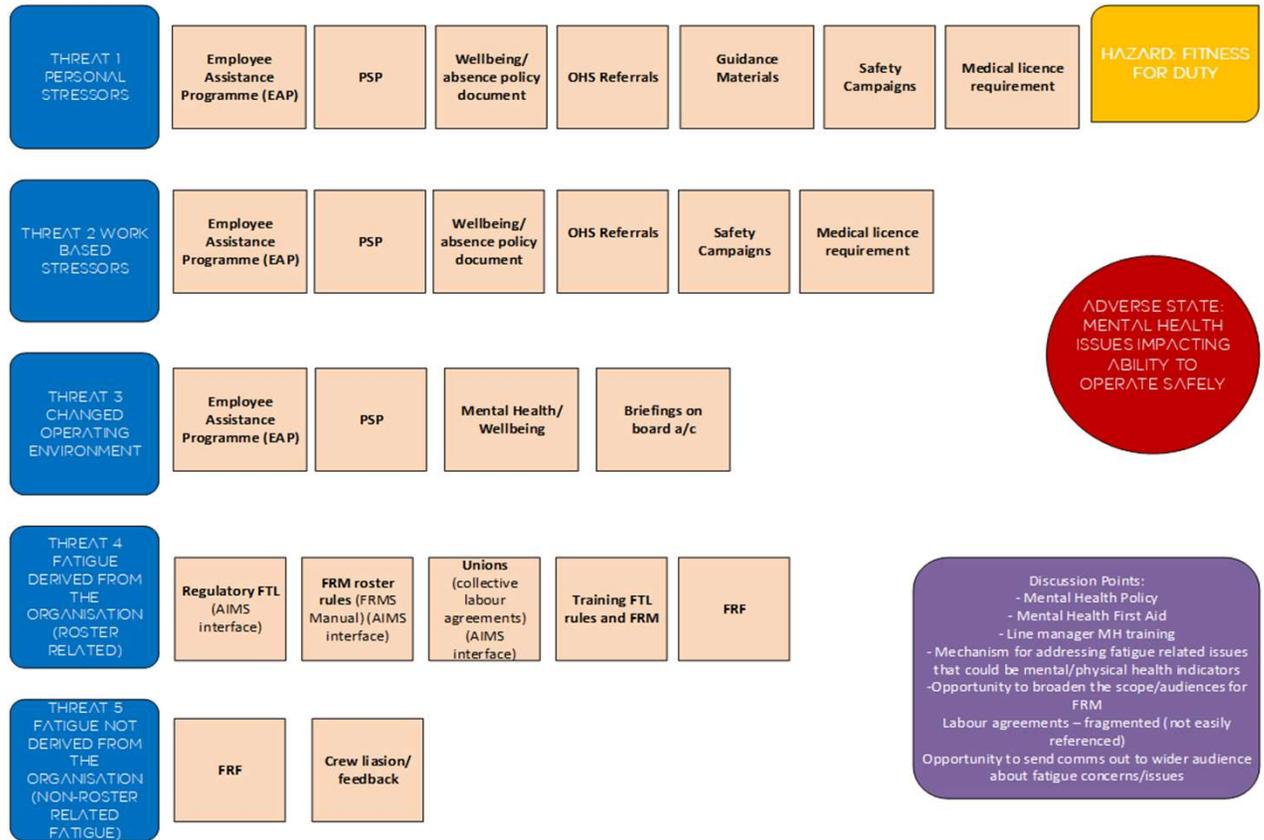


- At easyJet we took the opportunity to examine, in detail, our current processes for ensuring our crew are both Fit and Competent for Duty
- For 'Fitness for duty' we explored 3 key areas:
  1. Mental health
  2. Physical health
  3. Drugs & Alcohol
- For each of the 3 areas, our Safety Risk Team began with a bow tie risk assessment
- An assessment was completed to assess the effectiveness of each control



# FIT FOR DUTY

- Colour coding provided visual representation of the effectiveness of our current controls and an indication of where future work could be enhanced to manage the risks.
- Cognisant that fitness for duty involves multiple stakeholders, a cross functional approach was taken. This included working with HR, Occupational Safety, our company medical advisor and operational departments.



# ABOUT OUR PEER SUPPORT PROGRAM

- > 24 selected and trained peers
- > Speaking 9 languages
- > Available to all our pilots
- > Regardless of country of employment
- > Supporting 3 AOC's
- > A world first!
  
- > Multi-stakeholder governance structure – independence assured
- > Within easyJet Safety, Security & Compliance Directorate
- > Managed via Centre for Aviation Psychology (MHP)
  
- > A highly valued risk control

EASYJET PEER SUPPORT PROGRAMME

HOME Request a call How this works Helpful resources Emergency? Feedback Confidentiality

The easyJet Pilot Peer Support Programme is here for you ...

An independent, confidential service using trained, volunteer pilots to support fellow easyJet flightcrew with any issue.

The peer supporters are trained by aviation psychologists to provide a professional service. The service is fully supported by the easyJet Pilot Group, representing all pilot unions.

generation easyJet

**Talk to a Peer**  
Requesting a call places you under no obligation other than to have a confidential chat with a trained peer. If in doubt - they'd much rather you made contact.

REQUEST A CALL

COVID 19: Message from our Peers COVID 19: The Pilot and the Pandemic COVID 19: The Psychology of Uncertainty



# COMPETENT FOR DUTY – PILOT TRAINING

- > Recency requirements 3 take and landings in 90 days
  - 8 sectors in 90 days
  - 6 sectors in 45 days – low experience
  - Aircraft or sim
  - Max 180 days without actually flying the real aircraft
  
- > Recurrent training
  - ATQP – evidenced based
  - 1 day summer / 3 day winter format
  
- > Return to work training
  - Pilots categorised on recency and experience
  - Training scaled to categorisation
  
- > Refresher training –
  - *Ops normal' videos* – A series of videos for each phase of flight, to re-familiarise pilots with normal operating conditions. These have had significant viewing since launch, with positive feedback from crew.
  - *NCE approach video* – A specific narrated video of the visual approach to Nice. This includes commentary on Human Factors considerations as crew fly the approach path.



# RESPONDING TO THE HUMAN FACTOR



Revisited our risk registers and ensured relevant HF risks are being appropriately managed e.g. distraction, communication, safety culture, teamwork, confidence, decision making

Joint article produced between our HF specialist and our Fatigue team that examined signs of stress and fatigue

Wellbeing article designed and made available to all our people, including details of where to access support

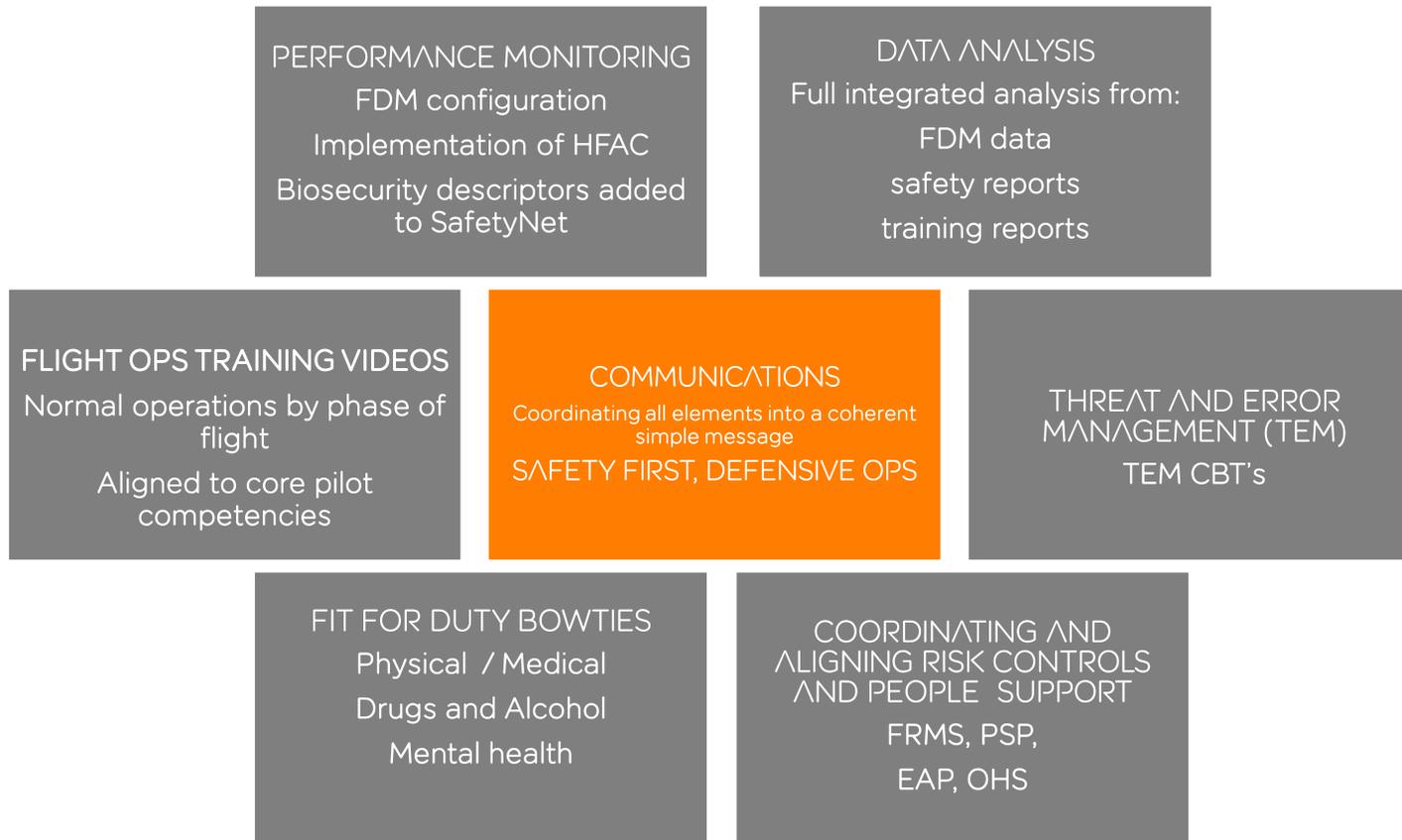
Document produced specifically for our Commanders. This emphasised the importance of briefings as well as signs of reduced wellbeing in other crew members

Fit and competent work stream: a recognition of our people being under increased stressors and a plan to ensure safe operations.

Continued conversations with our operational departments to ensure that risks being managed effectively and that departments felt adequately supported



# BRINING IT ALL TOGETHER



## SAFE COMMUNICATIONS

- > Parallel campaigns running across all operational departments to ensure key messages are shared by all of our operational staff including easyJet service providers.
- > SAFE campaign also delivered to numerous ANSPs as we appreciate the wider system has faced the same uncertainty and pressures.
- > Worked closely with EASA on their industry wide safety campaign

**SAFETY FIRST**

TAKE THE TIME YOU NEED

**ACTIVELY MONITOR**

PROMPT, DIRECT OR INTERVENE

**FLY CONSERVATIVELY**

MAKE MAXIMUM USE OF AUTOMATION

**EVERYDAY**



# SAFETY FIRST

## TAKE THE TIME YOU NEED



Take the time you need to safely complete your tasks.



Consider your colleagues across all areas of operations, who may have had extended periods away from work and the challenges this presents.



Manage your workload to ensure all tasks are completed at a suitable pace for the whole team. Manage interruptions and distractions.



# ACTIVELY MONITOR

## PROMPT, DIRECT OR INTERVENE

- > Both pilots mentally fly the aeroplane
- > If things aren't going as expected, **Speak up** and create an atmosphere to encourage it

We should all feel empowered to Prompt, Direct or Intervene

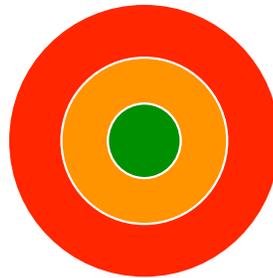


# FLY CONSERVATIVELY

MAKE MAXIMUM USE OF AUTOMATION

## Make maximum use of automation

- > Reduced Workload
- > Increased Capacity
- > Helps us stay in the green



SAFETY, SECURITY & COMPLIANCE

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# EVERYDAY

Apply the SAFE philosophy to every flight



Remain vigilant against complacency



Follow SOPs, they help to keep us safe



Submit an ASR if you have any concerns



Utilise support from your Base Team, EAP, or Pilot Peer Support

