

SAFETY CULTURE AND FATIGUE REPORTING

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EASA FS 2.1 & FS 2.2

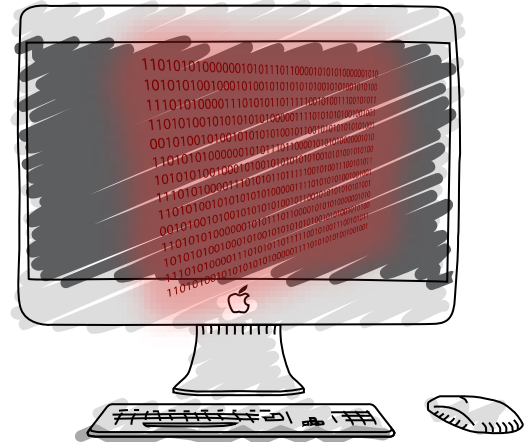
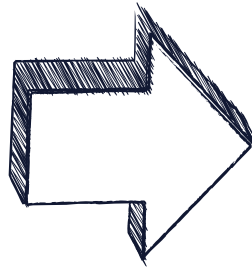
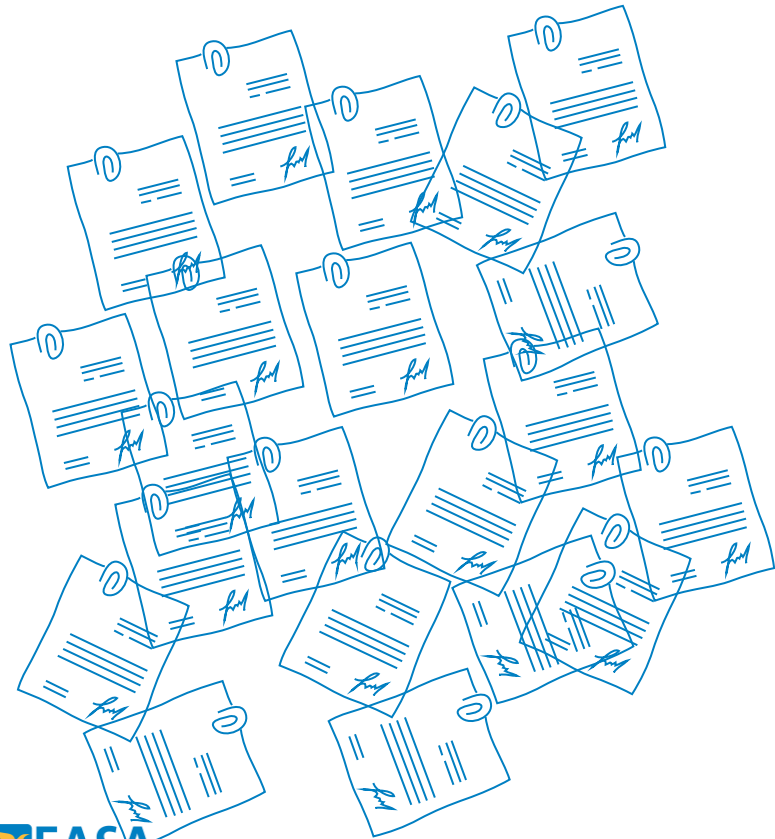
Your safety is our mission.

Background activity From 2021 to 2023

- 20 Std visits
- 49 Visited Undertakings
- Every visit last 5 hours
- FTL, SMS(incl. FRM), Reporting have always being a core topic to be verified during every visit



FATIGUE/FTL REPORTING (EASA)



DATA ANALYSIS

SAFETY CULTURE & AIRLINE ORGANISATIONAL CLOGS



The Safety Culture DNA



Leadership

Leaders must lead by example, making a proactive commitment to safety being their priority. When leaders "walk the talk," it sets the tone for the rest of the organisation.

Management commitment

Creating a positive safety culture starts from the top down.



Responsibility

It's essential to ensure that everyone in the organisation understands their responsibilities. This includes understanding the risks associated with their job and taking appropriate measures to control them.

Reporting & Learning



Employees reporting incidents and near-misses is critical to identifying hazards and risks and taking appropriate measures to control them. When investigating a report, maintain a learning process, not a "finger-pointing" process.

Communication & Trust

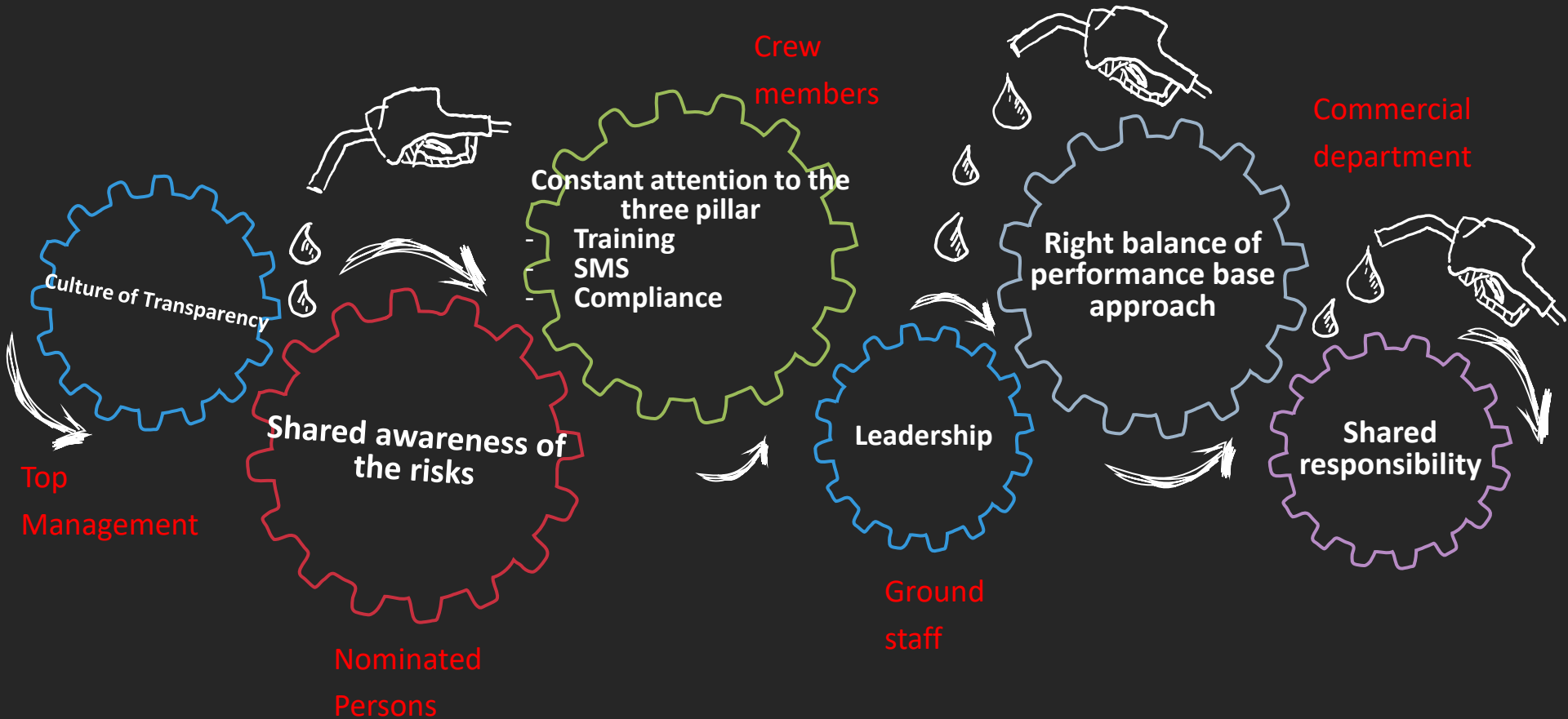
Creating a safe and trusting environment makes way for open discussion. Employees should feel comfortable sharing about instances where they feel unsafe.

Teamwork



The language around safety should rally your employees together and help them to understand that it's about working together for a common cause. Creating a truly positive workplace culture requires all hands on deck!

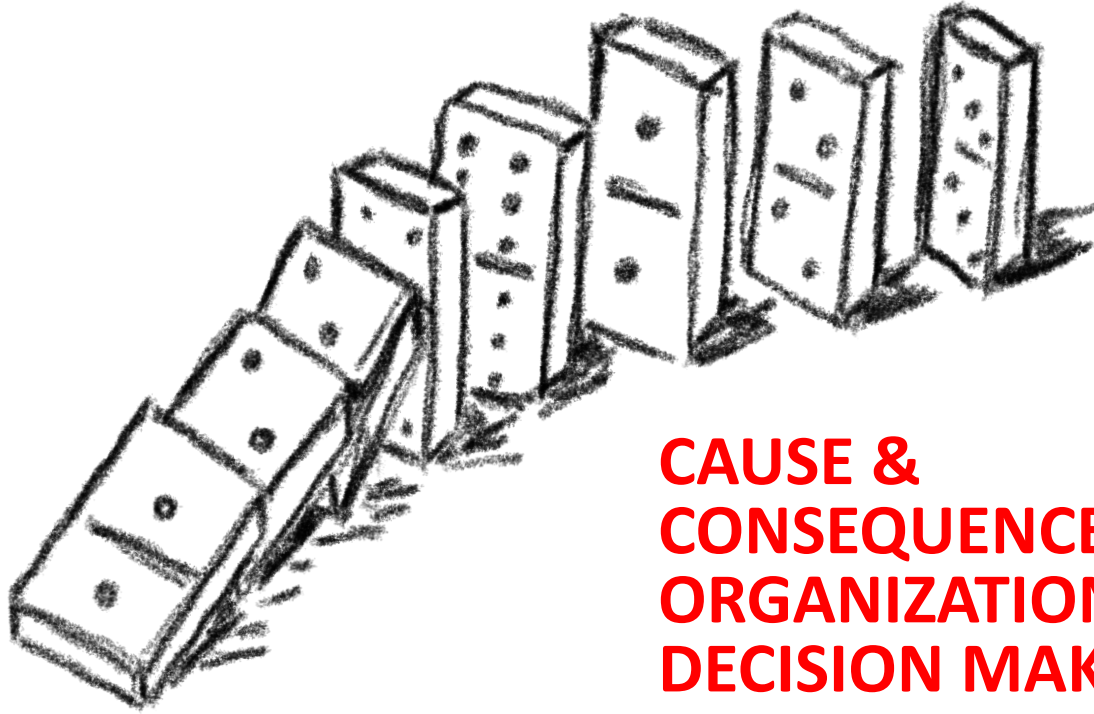
AIRLINE ORGANIZATIONAL CLOGS



IMPORTANCE OF UNDERSTANDING THE CONSEQUENCES

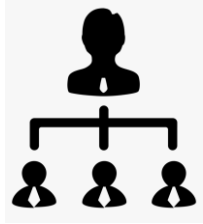


UNDERSTANDING THE CONSEQUENCES



**CAUSE &
CONSEQUENCES OF
ORGANIZATIONAL
DECISION MAKING**

AWARENESS OF THE IMPACT & CONSEQUENCES IS IMPORTANT FOR:



Management



Commercial department



Scheduling and rostering department



Competent authority

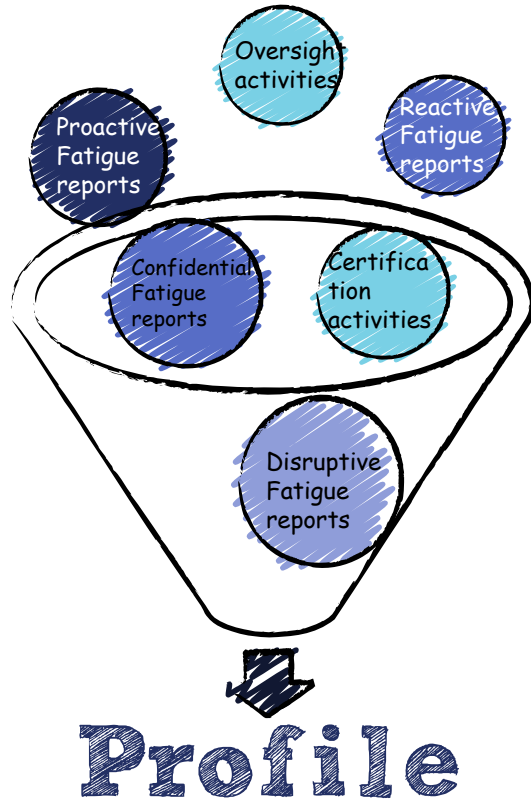


Crew members

HOW CAN WE DO THAT



Building the Operator's profile



Competent Authority – understanding the consequences

DIFFERENT
OPERATIONAL
ENVIRONMENTS
AND/OR
DEMOGRAPHICS

IMPACT ON FATIGUE
OF OPERATIONAL
ENVIRONMENT

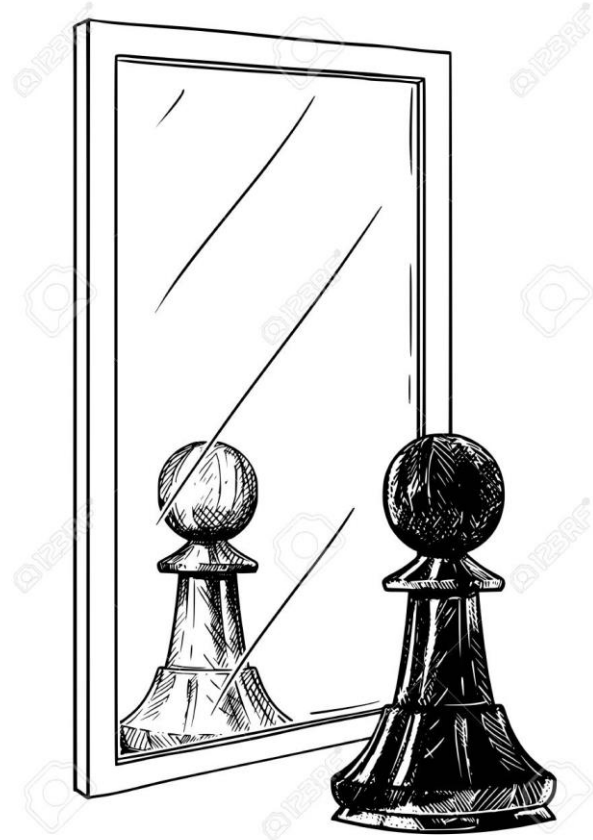


POOR SAFETY CULTURE
POOR REPORTING CULTURE

SAFETY AND RISK
ASSESSMENT
PRINCIPLES

UNDERSTANDING OF AREAS OF RISKS (Operators)

Hazard identification process
reflects authorities risk profiling



Safety and reporting culture as an enabler

A strong SAFETY and REPORTING culture is an essential enabler of an effective management system.

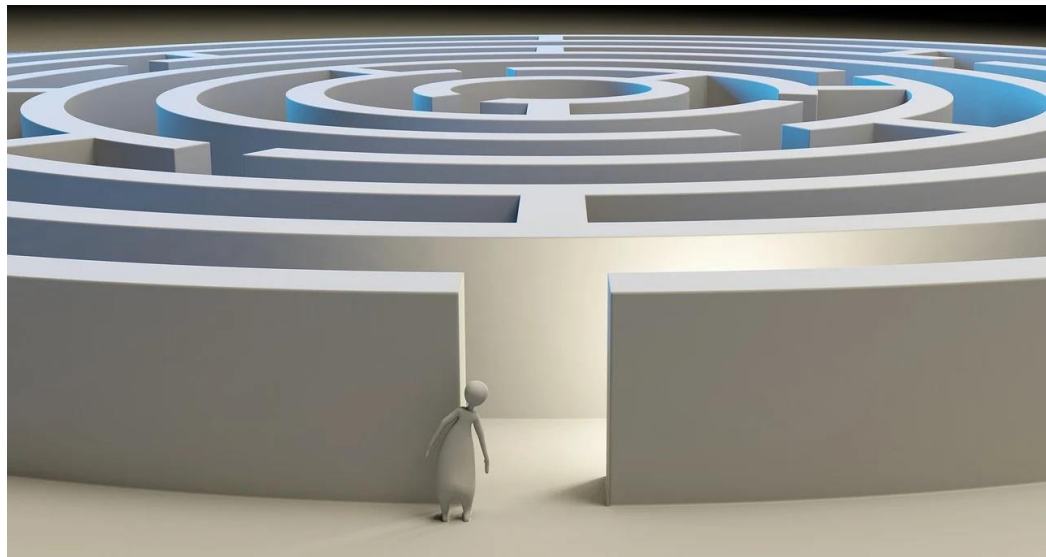
This include:

- FRMS
- APPROPRIATE FRM
- FATIGUE REPORTING SAFETY SURVEY (driven by safety department)

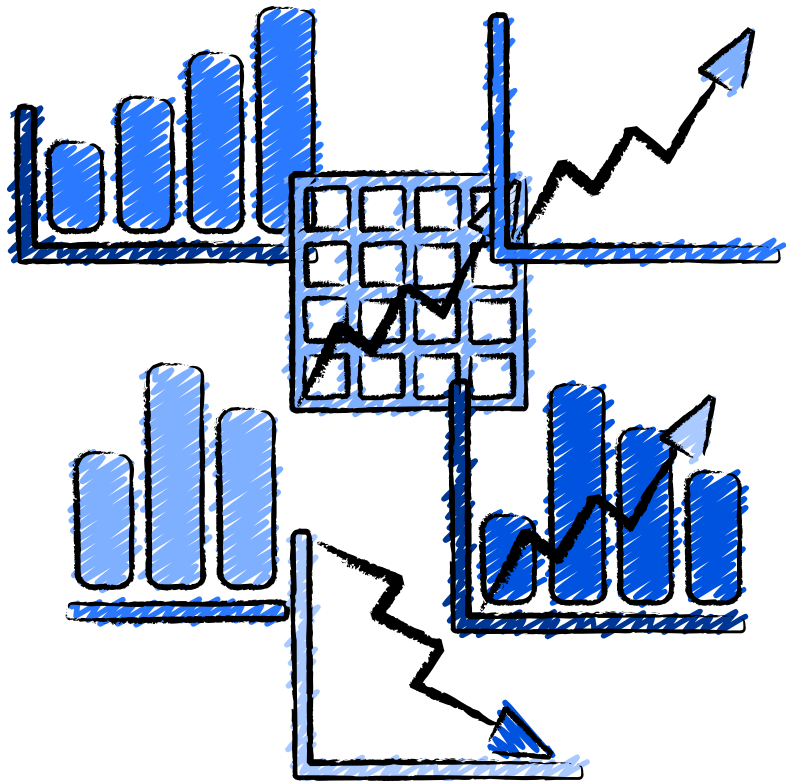


AN EFFECTIVE REPORTING SYSTEM

Without an effective reporting system an organization is BLIND and it is easy to take the wrong direction



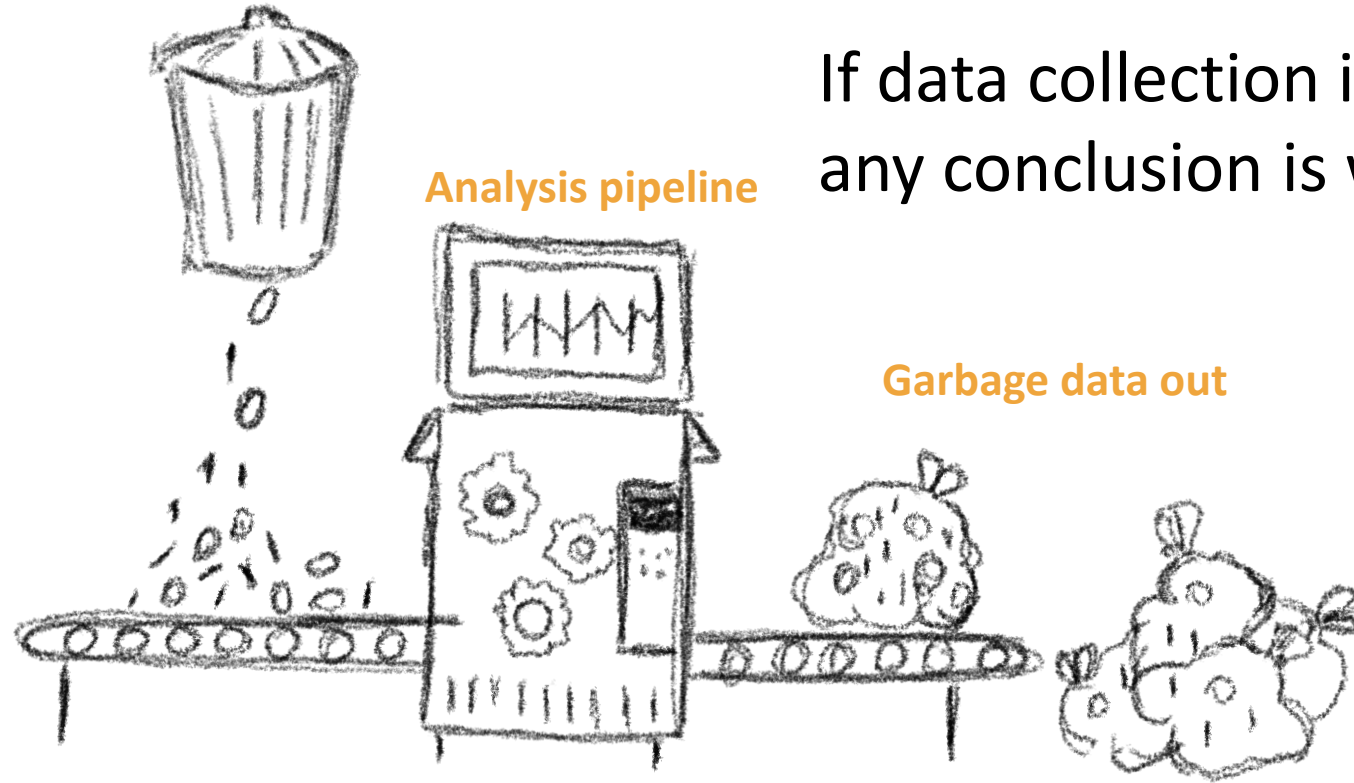
AN EFFECTIVE DATA ANALYSIS



Data has to be analysed and shared with all the stakeholders involved in the process.

DATA QUALITY MATTERS

Garbage data in



If data collection is wrong,
any conclusion is wrong.

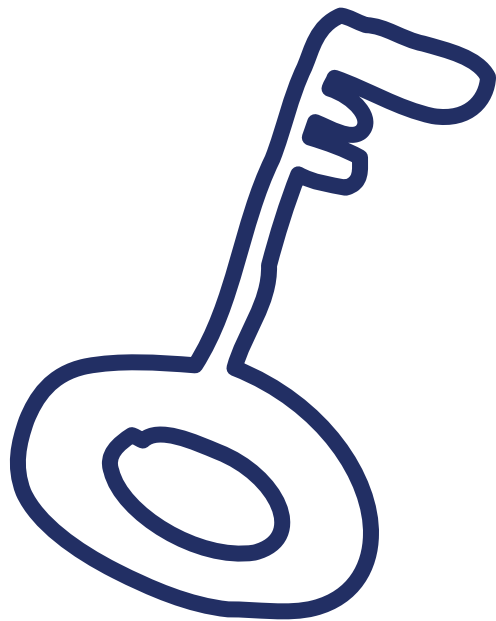
REPORTING SYSTEM AND FRM CAN BE SUPPORTED BY



ICAO documentation, IATA (e.g. Safety Performance Indicator: a key component of proactive Fatigue Hazard Identification)

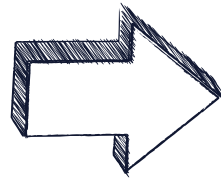
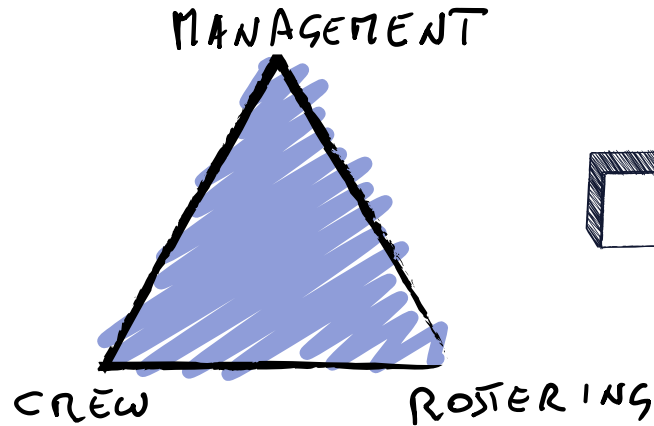
- Roster Metrics
- Fatigue Reporting Metrics
- Subjective Fatigue Survey Metrics
- Subjective Alertness/Sleepiness Assessment Metrics
- Subjective Sleep/Wake Diary Metrics
- Objective Performance Metrics
- Objective Sleep Metrics
- Fatigue Model Metrics

KEY TO THE SUCCESS



COMPETENCE AND
TRAINING OF ALL
STAKEHOLDERS

COMPETENCE & TRAINING FOR AIRLINE



WHAT ABOUT COMMERCIAL DEPT.?

- SMS FOR EXECUTIVES
- FATIGUE MANAGEMENT TRAINING (as per ORO.FTL.250)
- FATIGUE RISK MANAGEMENT CUSTOMIZED FOR THE TYPE OF OPERATIONS

COMPETENCE AND TRAINING FOR AUTHORITY INSPECTORS

→ AMC 2 ARO.GEN.200 (Initial)

- Assessment of effectiveness of management system
- Hazard identification and risk assessment
- Non punitive reporting techniques in the context of the implementation of a just culture

→ AMC 5 ARO.GEN.200 (Specific)

- Theory and effect of fatigue
- Human factor related to fatigue
- Typical hazards and risk related to fatigue

AMC2 ARO.GEN.200(a)(2) Management system

ED Decision 2012/006/R

QUALIFICATION AND TRAINING — INSPECTORS

(a) Initial training programme:

The initial training programme for inspectors should include, as appropriate to their role, current knowledge, experience and skills in at least all of the following:

- (1) aviation legislation organisation and structure;
- (2) the Chicago Convention, relevant ICAO annexes and documents;
- (3) overview of Regulation (EC) No 216/2008, its implementing rules and the related AMC, CS, and GM;
- (4) Regulation (EU) No 965/2012 as well as other applicable requirements;
- (5) management systems, including the assessment of the effectiveness of a management system, in particular hazard identification and risk assessment, and non-punitive reporting techniques in the context of the implementation of a 'just culture'

AMC5 ARO.GEN.200(a)(2) Management system

ED Decision 2012/006/R

FATIGUE RISK MANAGEMENT INSPECTOR TRAINING

An inspector involved in the approval process of operator's flight time specification schemes and fatigue risk management (FRM) should receive the following training:

(a) Initial training

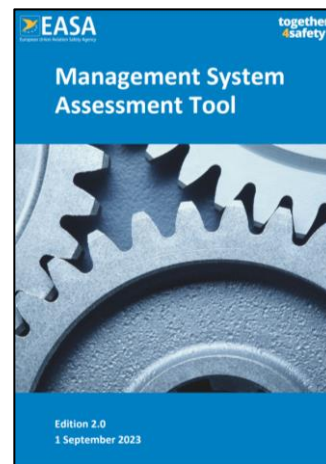
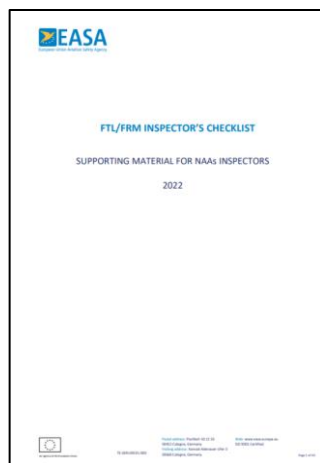
- (1) Theory and effects of fatigue
- (2) Human factors related to fatigue
- (3) Typical hazards and risks related to fatigue, their possible mitigation measures, and the maturity of hazard identification models (reactive, proactive and predictive)
- (4) FRM training and promotion methodologies and how to support ongoing development of FRM
- (5) Data collection and analysis methods related to FRM
- (6) Integration of FRM into the Management System

REGULATORY REQUIREMENTS

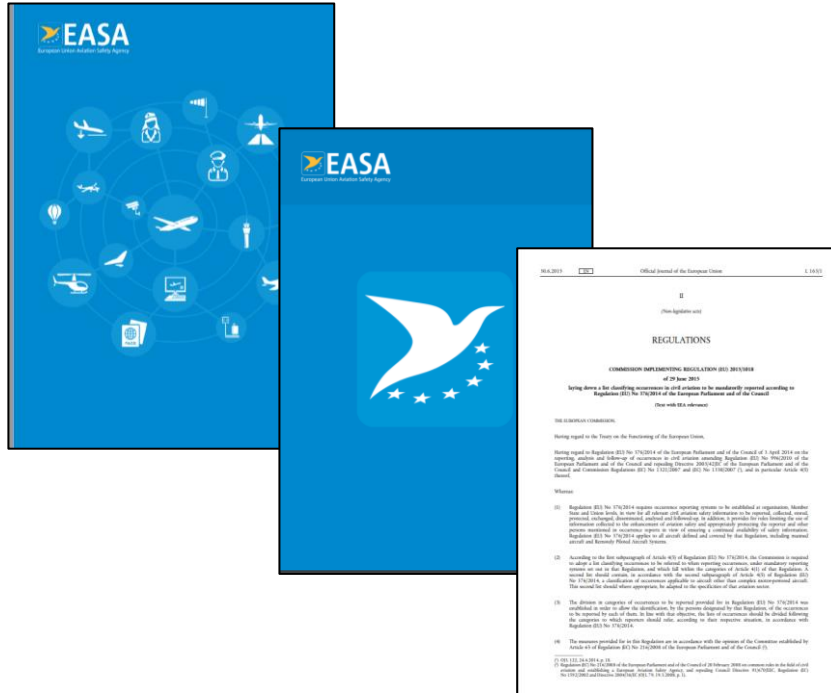


REGULATORY REQUIREMENTS AND GUIDELINES

There are no specific tools or measurements for Safety Culture for a specific organisation, however there are sufficient aids and guidance that assist the operator and the authority in achieving their goals.



REGULATORY FRAMEWORK FOR FATIGUE REPORTING



As part of the initial certification or the continuing oversight of an operator, the competent authority should normally evaluate the operator's safety risk assessment processes related to hazards identified by the operator as having an interface with its operations. **These safety risk assessments should be identifiable processes of the operator's management system.**

(11) **Crew fatigue** impacting or potentially impacting their ability to perform safely their flight duties.

(17) Any occurrence where the human performance, including **fatigue of personnel**, has directly contributed to or could have contributed to an accident or a serious incident.

(6) **Fatigue** impacting or potentially impacting the ability to perform safely the air navigation or air traffic duties.

WRAP-UP



Thank you for your attention.

Questions?



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Your safety is our mission.

An Agency of the European Union 