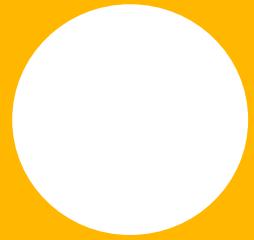


ferroNATS

Safety and training – FerroNATS strategy to manage safety through training

Raquel Martínez – Director of Safety
SMISG Industry Day - May 2015



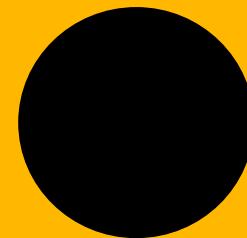
One. Overview



Two. Training Structure



**Three . Identification
of training needs**



**Four. Training partners
and methods**



One.

OVERVIEW

ferro NATS



ferrovial



NATS



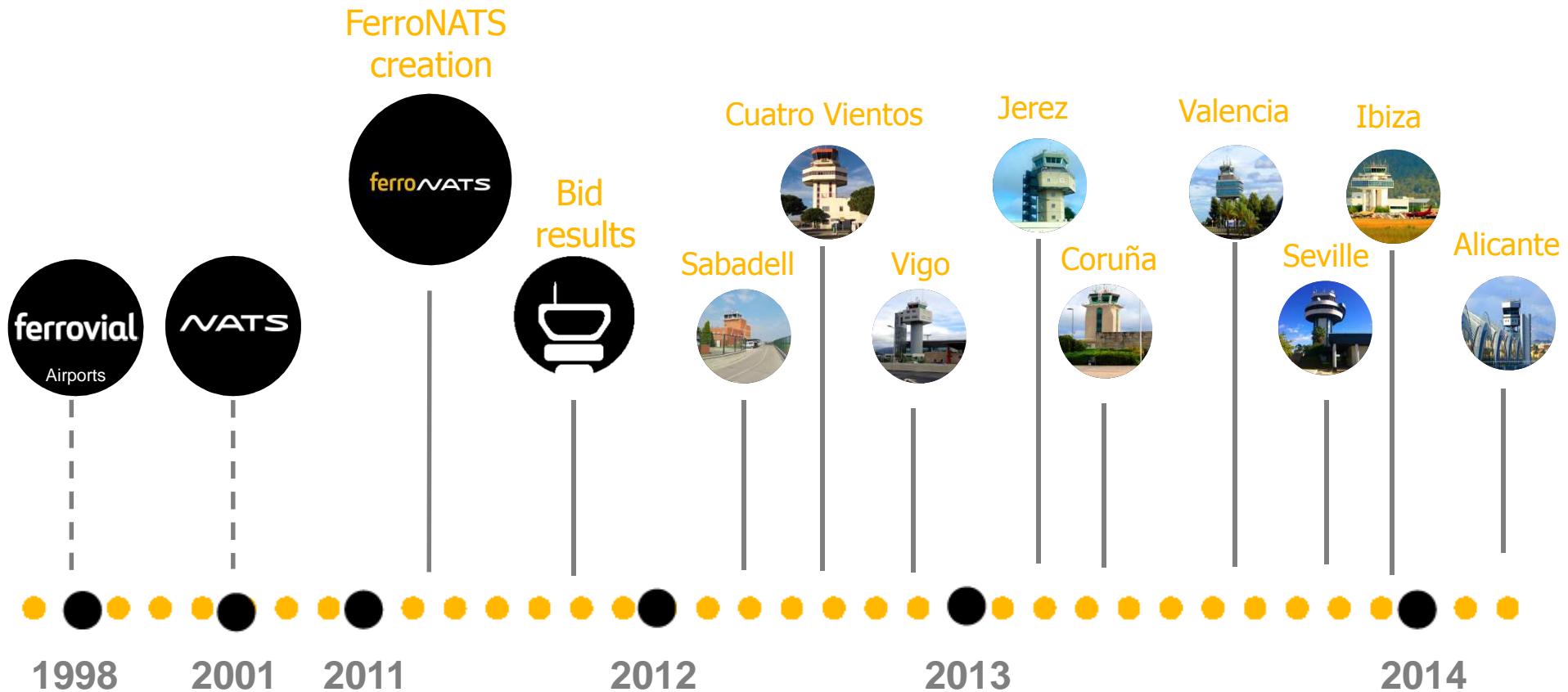
First
private
ANSP
Spain

ferro NATS

500000
Operations

9
Control
Towers

28
Million
Passengers
per year



CERTIFICATIONS

FerroNATS is certified as an ATS and training provider by Spanish NSA (AES)A

FerroNATS is certified with the Health and Safety certification OHSAS 18001

FerroNATS is certified with the Quality ISO 9001 and ISO 14001 certification

FERRONATS AIR TRAFFIC SERVICES, S.A.
Servicios de tránsito aéreo y formación de unidad y continua (control de aeródromo) de controladores aéreos y de instructores y evaluadores.

Este certificado es válido desde 11 de diciembre de 2014 hasta 11 de diciembre de 2017. Edición 1.

SGS ICS Ibérica, S.A. (Impresión) Systems & Services Certification CTrespuentes, 29. 28020 Madrid, España. T. 34 91 310 8115 - F. 34 91 313 8132 www.sgs.com

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AUDELCO, Auditoría de Riesgos Laborales, S.A. certifica que el Sistema de Gestión de la Prevención de Riesgos y Laborales cumplido con: OHSAS 18001:2007

AESA AGENCIA ESTATAL DE SEGURIDAD AÉREA

Este certificado es válido desde 15/06/2010 hasta 15/06/2013. Edición 1.

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mación de unidad y continua control de aéreos y de instructores y evaluadores.

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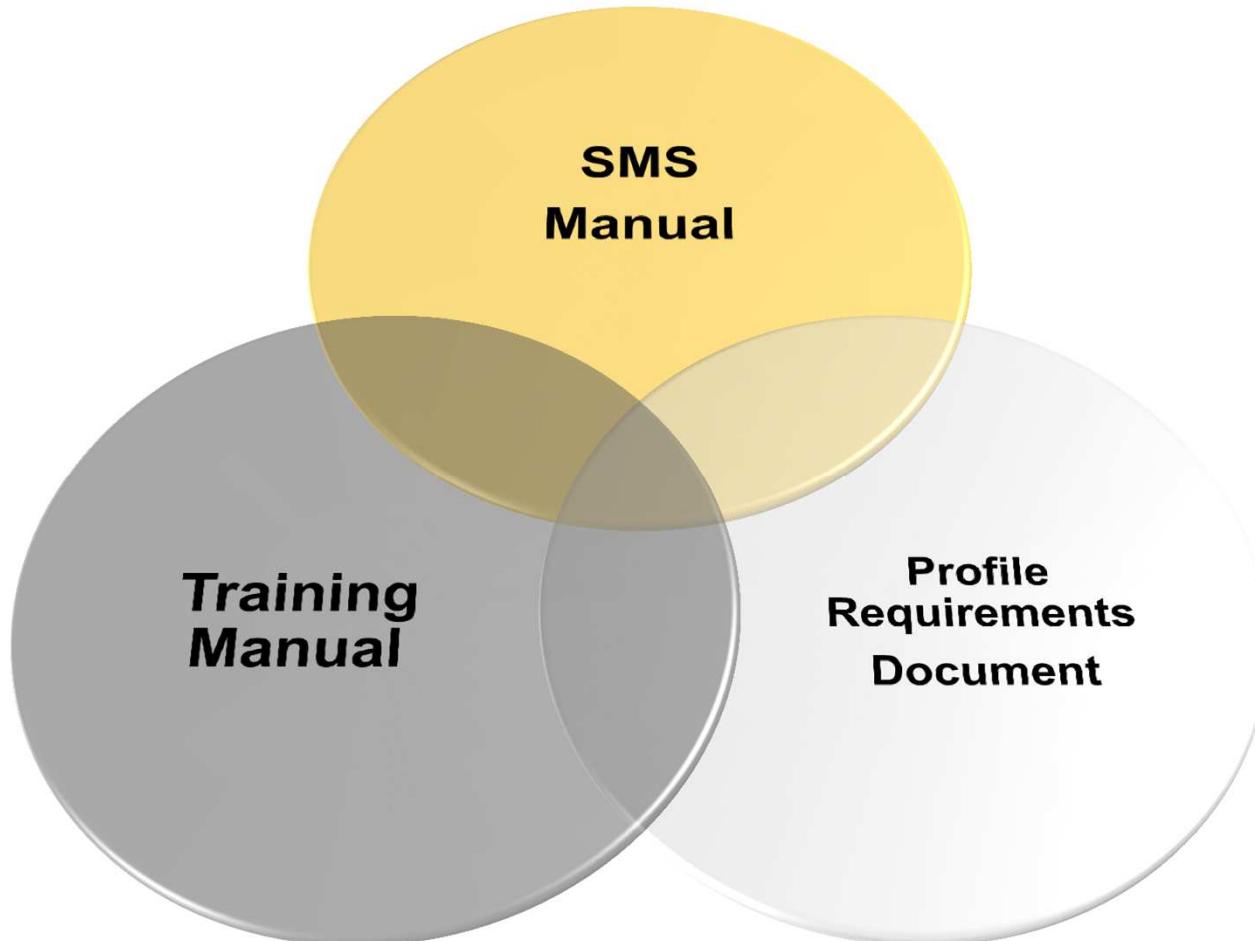


Two.

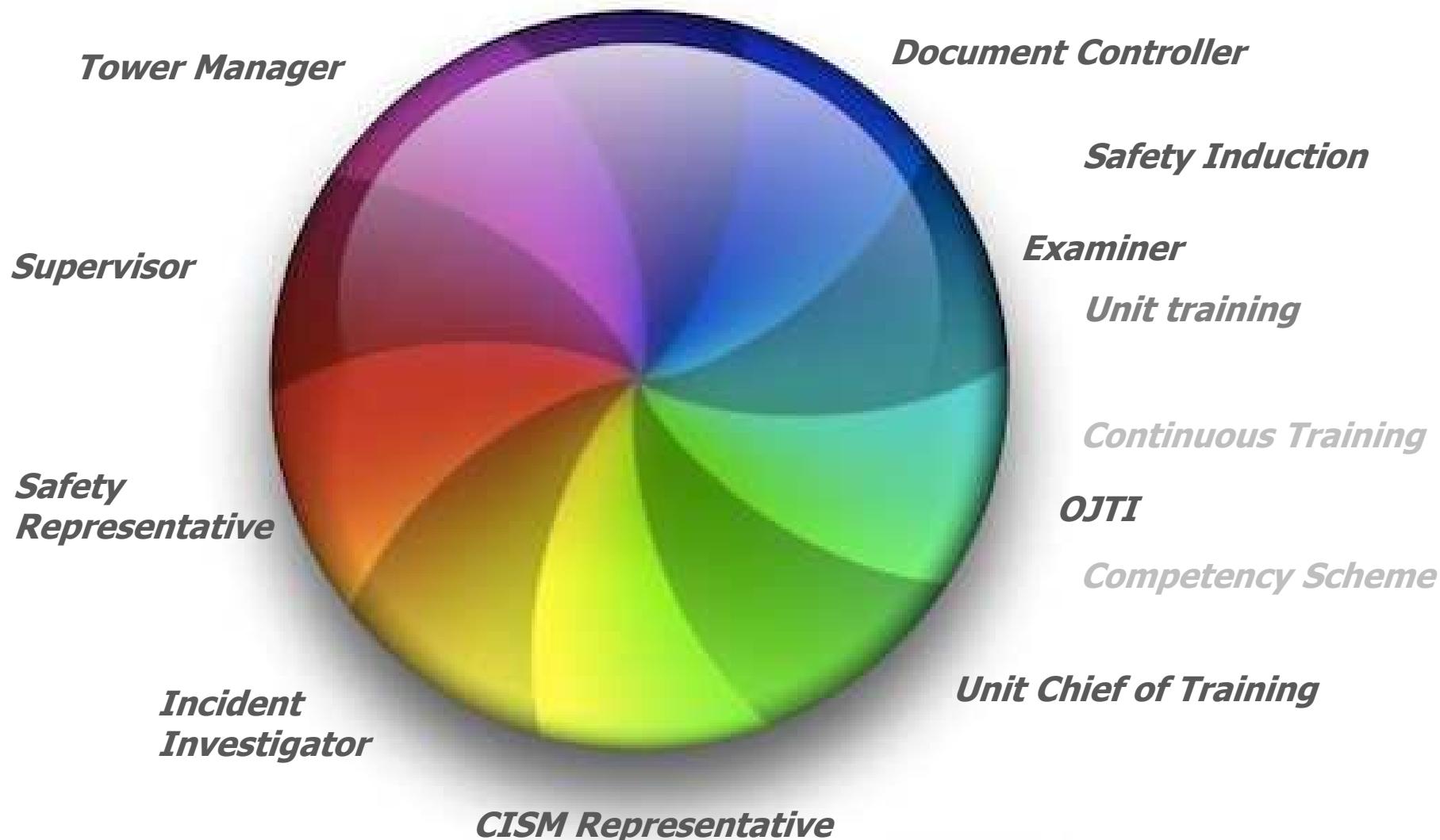
TRAINING STRUCTURE



FerroNATS SMS and TRAINING MANUALS



TRAINING STRUCTURE



SAFETY INDUCTION



- Provided to all controllers and assistants when they join FerroNATS
- Contents
 - FerroNATS safety policy
 - FerroNATS safety structure
 - FerroNATS SMS
 - Reporting system and outcome
 - Safety improvement and the role of each controller

UNIT TRAINING



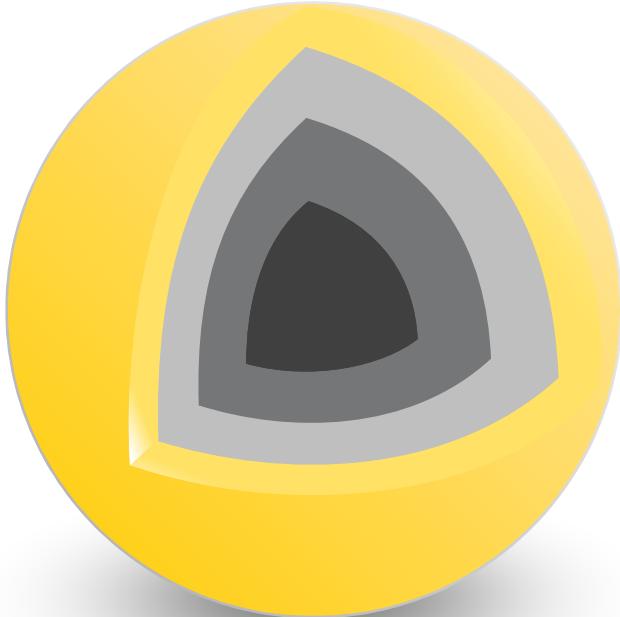
- Safety is part of the unit training for all controllers
- Safety structure of the unit and safety procedures are explained by the unit Safety Representative
- During OJT trainees are encouraged to report and they receive feedback on the incidents that they report



CONTINUOUS TRAINING

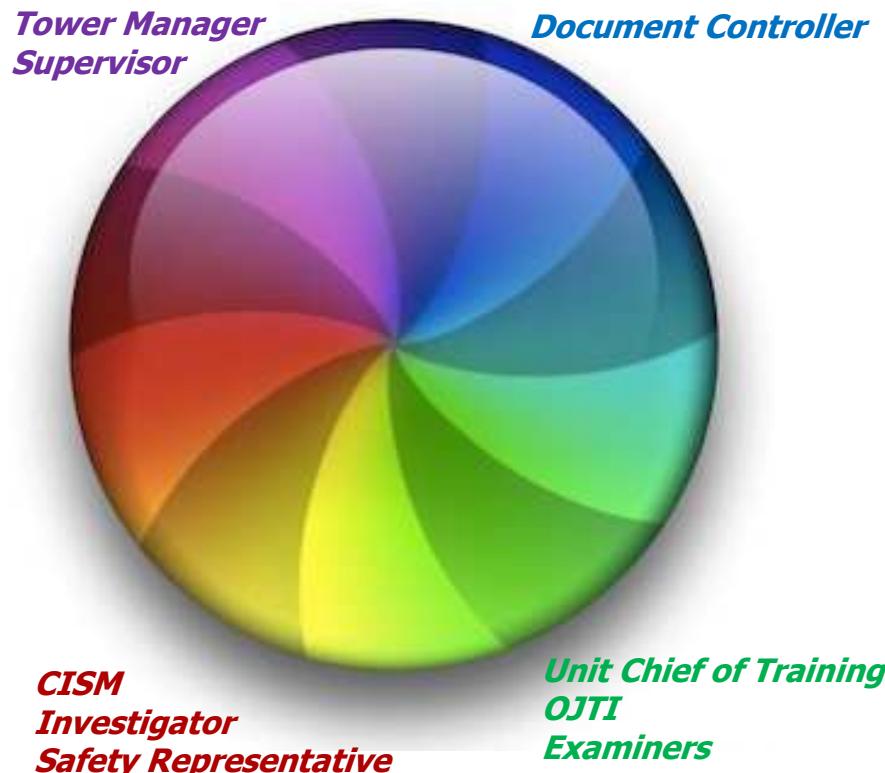
- Continuous training includes safety related training.
- The content is defined in accordance with the unit needs (Training Review Group).
- Provided by trained instructors in cooperation with the Safety Department.

COMPETENCY SCHEME



- Theoretical test
 - At least one every year
 - Includes safety – related topics
- Practical assessments
 - At least one every year
 - Objectives for improvement are set and monitored
 - Identified individual issues are tracked and monitored during practical assessments
- R/T sampling
 - At least one every year
 - Medium to high traffic levels
 - Assessment is reviewed with the ATCO

SAFETY RELATED TRAINING FOR DIFFERENT ROLES



Management Team

Safety Leadership



Safety Team

Safety occurrence investigation
Introduction to SAM
Auditing principles
Advanced RAT
Human Factors
CISM



Training Team

Auditing principles
Refresher for OJTI and examiners



Documentation Team

Audit principles



Three.

IDENTIFICATION OF
TRAINING NEEDS



OCCURRENCE INVESTIGATION



- Corrective actions and recommendations are derived from incident investigation:
 - Internal investigation
 - External investigation (CEANITA and CIAIAC)
- Corrective actions and recommendations are fed-back to the system through training and monitored with the Competency Scheme.
- Moderation Panel
 Its aim is to review the severity assessment of class A, B and C incidents. Attendees:
 - FerroNATS Safety Director
 - EUROCONTROL RAT expert
 - NATS Chief of Incident Investigation
 - FerroNATS safety specialist
 - Unit Safety Representatives (2)

SAFETY PLANS



- Safety Plans are the risk mitigation strategy defined for each unit. Defined every year.
- Safety Plans progress is audited and monitored on a quarterly basis.
- Actions include cooperation with the Airport and shareholders (collaterals, operators, CNS, other ANSPs).
- Training needs can be identified in any of the items. Training plans may be the mitigation strategy for some of the risks.

RISK	20%	40%	60%	80%	100%
Flying Schools					
Runway Safety					
Interface Agreements					
Equipment					



AUDITS AND SURVEYS

- Training requirements are also identified in audits and surveys
- Annual Audit and Survey Plan
An audit and survey plan is defined every year.
 - Audit every two years
 - Survey every two years



SAFETY ACTION GROUP (SAG)

- Attendees:
 - Chair: Director of Safety
 - Director of Operations and Training
 - Unit Safety Representatives
 - Safety Specialist
- The aim is to conduct a high level review of safety performance
- One of its functions is to identify training needs
- Periodicity: 3 months



SAFETY REVIEW BOARD (SRB)

- Attendees:
 - Chair: Managing Director
 - Director of Safety
 - Director of Operations and Training
 - Chief of the Technical Office
 - Safety Specialist
- The aim is to provide assurance on safety performance, including on training needs.
- Periodicity: 3 months



TRAINING REVIEW GROUP

- Attendees:
 - Chair: Tower Manager
 - Unit Chief of Training
 - Unit Safety Representative
 - Unit examiners
- The aim is to review all the incidents in the unit to decide on recommendations to improve training.
- Periodicity: 3 months



Four.

TRAINING PARTNERS
AND METHODS



TRAINING PARTNERS



Occurrence Investigation
Safety Leadership training



EUROCONTROL

SAM training
Supervisors training
Human Factors
Occurrence investigation
Several on-line courses



TRM
Simulator
ATLAS training
OJTI initial training
OJTI refresher training
Examiner initial training
Examiner refresher training

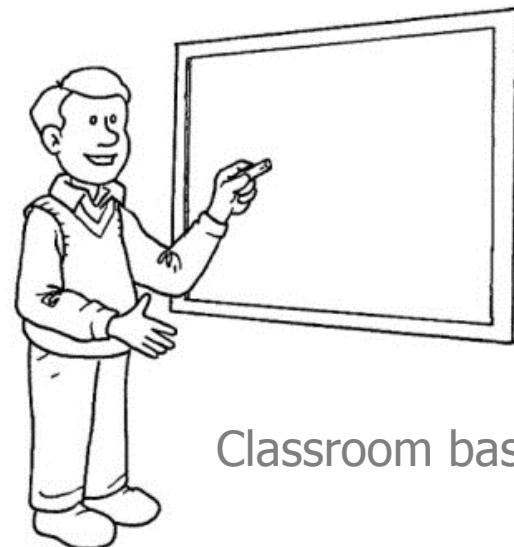
TRAINING METHODS



Practical training



Online



Classroom based



Role Play



Simulator



SMS and Training
Manual are closely
intertwined

Common training
+
role-related

Training needs are
identified by a myriad
of processes

FerroNATS has built
key partnerships with
training organisations

ferroNATS

Cologne 22nd May 2015