EUROCONTROL GUIDELINES for CONTINGENCY PLANNING of AIR NAVIGATION SERVICES

SASI WS 04A-09 Cyprus 24-26 November 2009

Achievement, Execution, Assurance and Promotion

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http://www.eurocontrol.int/ses/public/standard_page/sk_sesis_guidelines.html

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State Civil & Military Authorities

Airports

Consultation

ANSP

Airspace Users

Policy on Contingency

Promotion

Policy

Contingency Process

Execution & Assurance

Plan

Operational Concept for Contingency

Achievement

Contingency Plans

EUROCONTROL

Achievement

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Reference Guide to
EUROCONTROL Guidelines for
Contingency Planning of
Air Navigation Services
(including Service Continuity)

Pages 53-55

Verifies that the detailed means of translating contingency measures into effective actions are in place.

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Achievement

Designed to:

- Test, exercise and validate.

- Ensure Human aspects (Licensing, Training).

- Ensure Security measures.

- Maintain overall preparedness.

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How do you test and/or exercise your Contingency Plans?

" We do not test yet the Contingency Plans …"

" Partially have been tested in practice but because of lack of personnel at the moment we don't do it regularly ..."

"Partly tested…"

"Contingency training takes place once a year…"

"Frequent emergency simulation…"

"Desktop exercises, regular simulations and refresher courses…"

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Achievement – Testing and Exercising

- Testing: is **usually** associated with technological procedures and/or business processes (e.g. cascade system, AG comms test)

- Exercising: is normally used for scenario-based events to examine decision-making abilities (e.g desk-top)
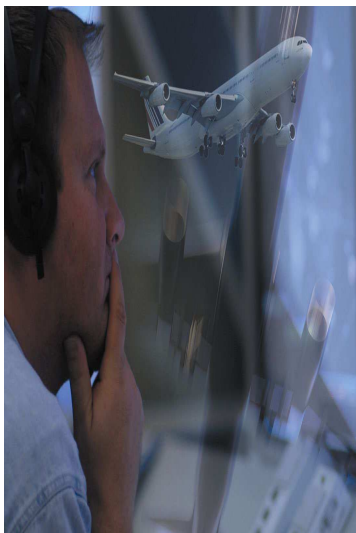
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Achievement - Testing and Exercising – General

- 'Live' testing/exercise - extremely difficult

- Testing/exercising national/local decision – no European standard

- People - skills, knowledge, management and decision-making

- Evaluation programme recommended (but not mandated)

- Important objective - evaluate safety

- Apply principle of 'minimal difference'
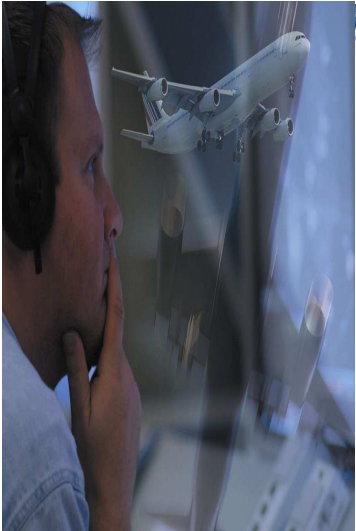
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Achievement - Training

- Equipping people - right skills

- 'Failing' and 'Aiding' - personnel trained

- Directive 2006/23/EC – min training standards

- Distinction - Training for Emergency/Degrade Modes and Service Continuity

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Achievement - Training

- **Emergency/Degraded Modes of Operation**

  - All control personnel (ATCO, Sups ATSEPs etc) must be able to react to emergency or unusual events.

  - Part of everyday operations and training

  - ESARR 5

  - EUROCONTROL Guidelines

Achievement - Training

- **Service Continuity**

    - Dependent on contingency strategies/measures.

    - Extent of training **can only be decided at local/national level** - support of NSA.

    - No standards or specifications for Service Continuity training.
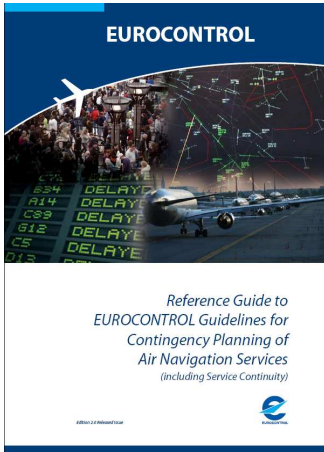
    - FAB?

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Achievement – Licensing

- Contingency - ATCOs operate only within privileges of licence.

- Valid rating, rating endorsements and Unit endorsements.

- Cross-border services - suitable agreements, supported by NSAs.

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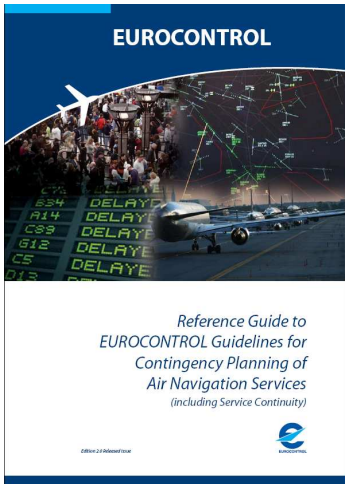# Achievement - Critical Incident Stress Management

- Contingency scenarios stressful - consider CISM

- **EUROCONTROL Guidelines at:**

  - Human Factors Module – Critical Incident Stress Management - HUM.ET.ST13.30000-REP-01 released on 31 December 1997.

  - Critical Incident Stress Management User Implementation Guidelines released on 6 December 2005.

  - CISM course at IANS Luxembourg

Execution – Headline Actions

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P 56

- **Documents**

- **Initial Responses**

- **Methods and Techniques**
  - **Safety First!!**

- **CFMU**

- **Notification**

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Execution – Phased Approach

Pages 57-8

- **Phase 1** - Immediate Actions (Fail to Safe)

- **Phase 2**: Short/Medium Term Actions (<48 hours)

- **Phase 3**: Initiation of the option (Service Continuity)

- **Phase 4**: Optimisation

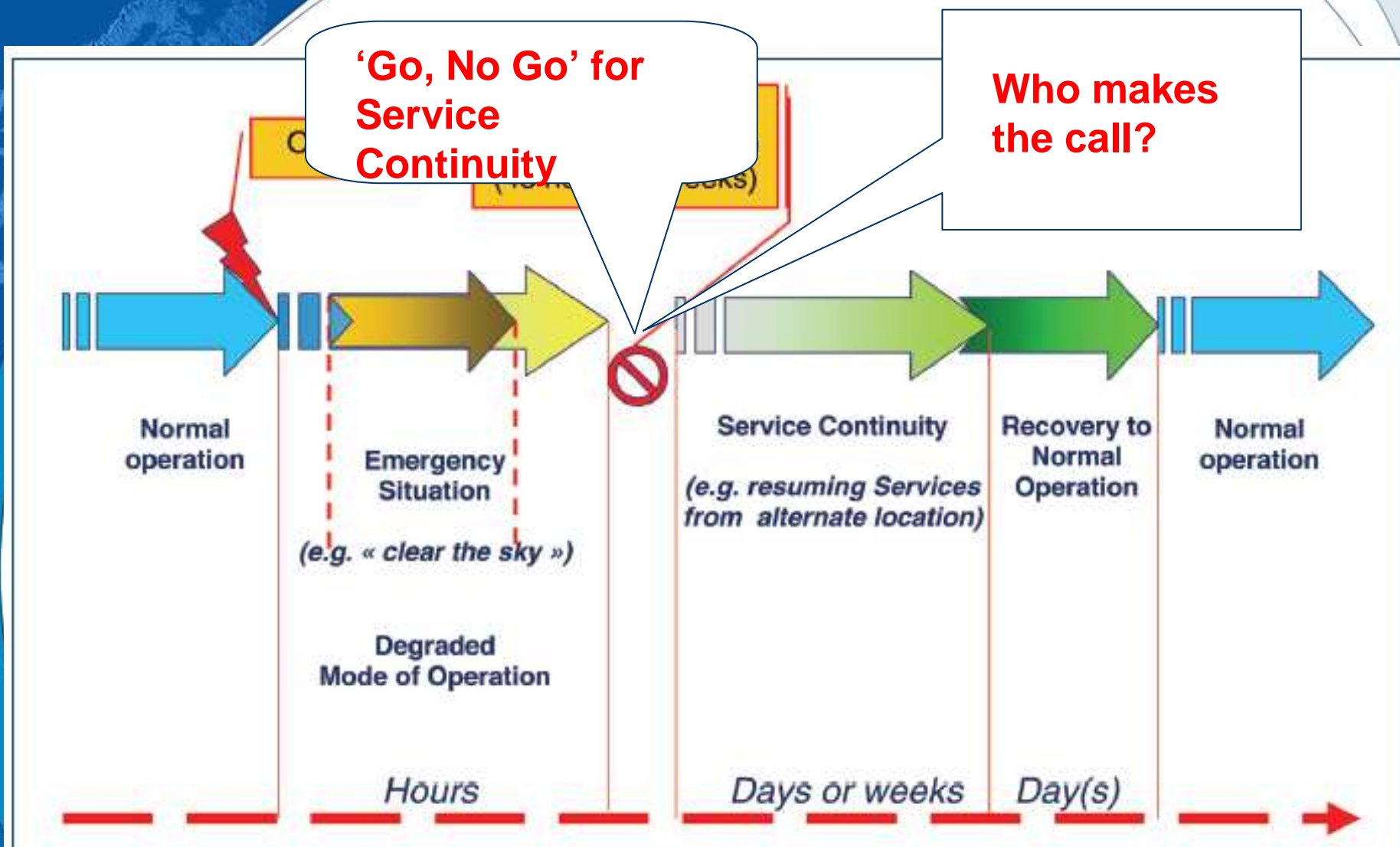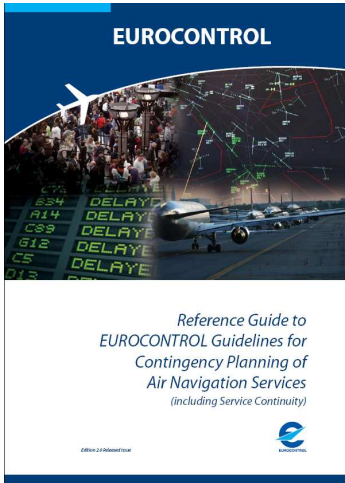- **Phase 5**: Longer-term Response and Recovery

Figure 1: Generic Contingency Life-Cycle

Assurance

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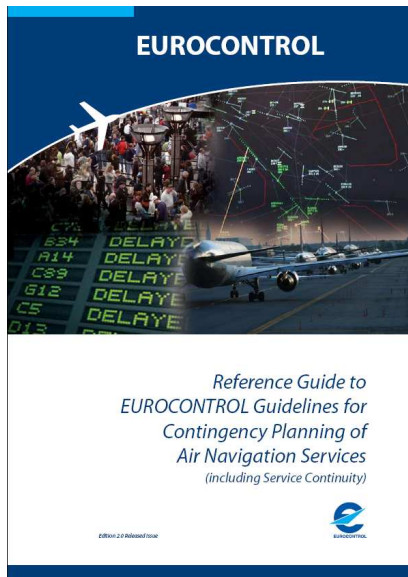*Edition 2.0 Released Issue*

Page 58

The organisation's response to contingency situations (real or tests should be evaluated and any necessary changes made to procedures, personnel or contracts ASAP.

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Assurance

2 Questions:
*Are my plans **feasible** ?*
*Are we **ready** ?*

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Checklist page 58

- **Recording**
  - ATC radar/voice recording

- **Monitoring**

- **Support to CFMU - ATFCM**

- **Management processes**
  - Owner
  - Change
  - Risk
  - Audit/review

Post Event Analysis
(Practice or Real) – ASAP
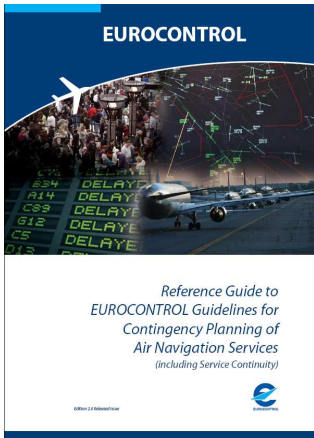   Diaries/log books/checklists
      etc

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Page 59

Ensures communication of contingency material in ANSP.

Aim to embed contingency planning into the ANSP's normal management and operational processes leading to continuous improvement.
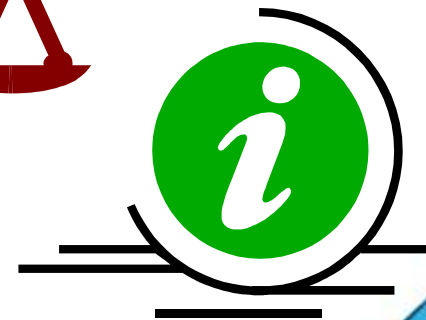
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P 59

Awareness:

Confidence

"Peace of
Mind"

Disclosure:

Commercial

Security

"Need to know"

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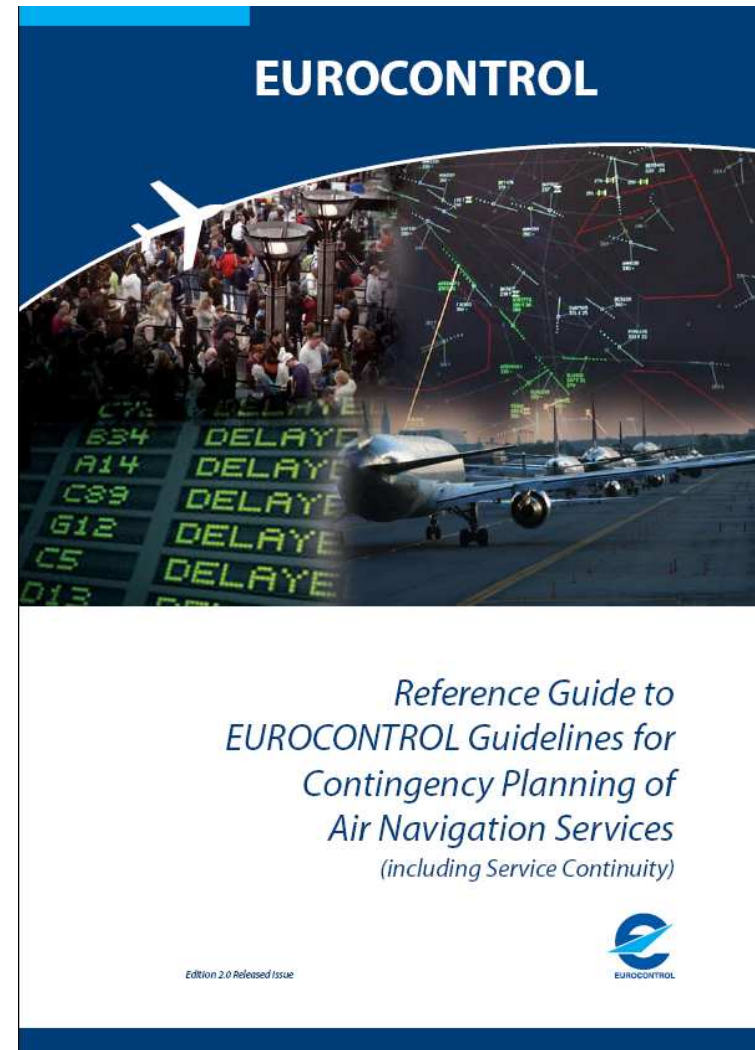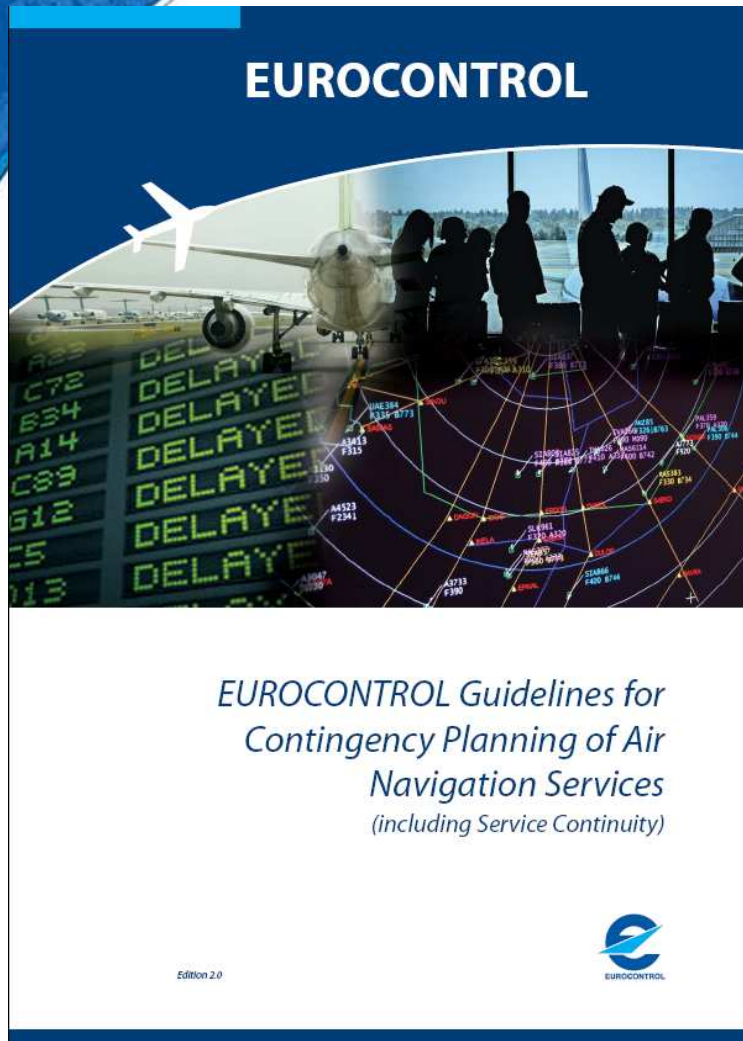# Promotion – Contingency Planning Culture

- **Contingency Planning - NOT a 'one-off' event**

- **Affects all areas; it's everybody's business**

- **Normal not abnormal**

- **Embrace Contingency Planning to become part of the organisation's culture.**

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Promotion - SKYbrary

www.skybrary.aero

Promotion - EUROCONTROL GUIDELINES

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