

# Experience Sharing to Enhance Safety

## WS02-2018



# Fatigue Management and Performance Delivery

## in ATM Rosters

*"Healthy and efficient rosters can go hand-in-hand"*

28-29 May 2018  
Brussels,  
EUROCONTROL Headquarters



Although the technological development in the ATM industry seems never-ending, the shift rosters for operational staff have not developed significantly in decades. While the technical platforms and ATM system in general gets more and more efficient, the shift rosters applied are in many places still the inefficient legacy rosters dating as far back as the 1960's.

Research on best practices in shift work, circadian rhythm, length of shifts, length of breaks, power-napping etc. continues to deliver new and important information, yet the ATM world seems hesitant to introduce real changes to the outdated shift rosters still in operation around the globe.

Changing shift rosters is a delicate process as it changes the professional and social life of the people involved, but that should not scare us away from addressing the issues – it is actually possible to create a both healthy AND efficient rostering framework.

The regulation 373/2017 covering fatigue and fatigue management could be the catalyst for real development and improvements in the area of shift rosters, and in this seminar, we will therefore explore the issues around creating, negotiating and implementing healthy and efficient demand-based rostering schemes for operational staff. Apart from framing the discussion into the relevant regulation, we will also put it into the wider context of a holistic performance management framework with highly interdependent service areas, where changes in one service area inevitably affects performance in one or more of the adjacent service areas.

Rostering ATCOs taking into account increasing traffic, individual competencies, number of hours per sector required for licensing, unexpected situations and new requirements for fatigue and stress management cannot be done easily by hand. The development of supporting software balancing staffing hours, workload, individual preferences while respecting hard and soft rules of shift design as well as needed performance to deliver appropriate traffic throughput is needed for European ANSP. This first workshop is also a way to capture relevant requirements for paving the development of such a rostering tool.

Day one starts with a possibility for sharing experiences around fatigue and roster issues before we move into introducing the concepts, available guidance and toolkits in the area of fatigue management. We will also hear from the recent CANSO survey on different practices for rosters which can further foster the sharing on how we approach the fatigue and performance delivery issues.

During the afternoon we will present 'Shifting ATM', a practical example given by Robin HICKSON and Flemming NYRUP, Senior Managers of the Maastricht ATM Knowledge Centre, on how the EUROCONTROL MUAC centre managed the introduction of an efficient demand-based roster framework built on the foundation of best practices for health and safety in shift work.

Day two looks further into the details and principles of designing and managing changes to shift rosters through a couple of practical and generic use cases. These broad cases will allow discussion and sharing of experience, and will serve as a guide for ANSPs seeking to initiate changes to their shift rostering framework.

# AGENDA

28<sup>th</sup> May (Day 1) – VEGA Meeting Room

**09.15** Welcome & Opening of the Workshop

*Tony LICU - Head of EUROCONTROL NOM/SAF*

**09.20** Round Table – Participants introduction and expectations – Feed-back on Fatigue and Roster Issues from ANSPs

*All*

**10.00** Overview of EU Requirements on ATCO Fatigue management

*Fabio Grasso - ATM/ANS Regulations Officer - EASA*

**10.30** Coffee Break

**10.50** CANSO survey on roster and fatigue practices and CANSO view on fatigue management

*Stephane Deharvengt – Deputy Head of Safety, Quality and Security Management DSNA France – CANSO CESAF Chair*

*CANSO has conducted a survey on roster and fatigue practices with various ANSPS – CANSO CESAF Chair will give an insight on the survey results and he will also reveal the main requirements from ICAO and EASA on fatigue management*

**11.40** Fatigue and Stress Management – Intro, Concepts, Available Guidance, Toolkit and Training

*Fabrice DROGOUL – Human Factor Expert - EUROCONTROL NOM/SAF.*

*In this presentation Fabrice Drogoul from the Safety Unit of Network Manager will introduce the participants on the concepts, science and available guidance and training on fatigue and stress produced by EUROCONTROL.*

**12.30** Lunch Break

**13.30** “Shifting ATM” – EUROCONTROL Maastricht UAC experience and best practices

*Flemming NYRUP and Robin HICKSON – @ the Maastricht ATM Knowledge Centre (MAKC)*

*How to manage the introduction of an efficient demand-based roster framework built on the foundation of best practices for health and safety in shift work.*

**15.00** Coffee Break

**15.30** “Shifting ATM” – EUROCONTROL Maastricht UAC experience and best practices

**& Practical Use Cases**

*Flemming NYRUP and Robin HICKSON – @ the Maastricht ATM Knowledge Centre (MAKC)*

*How to manage the introduction of an efficient demand-based roster framework built on the foundation of best practices for health and safety in shift work. – with practical examples*

**16.50** End of day 1

*29th May (Day 2) – VEGA Meeting Room*

**09.00 Healthy and efficient rosters - Practical Use Cases**

***Flemming NYRUP and Robin HICKSON – @ the Maastricht ATM Knowledge Centre (MAKC)***  
*Practical examples on roster designed to prevent fatigue and accommodate performance delivery*

**10.45 Coffee Break**

**11.15 Healthy and efficient rosters - Practical Use Cases cont'd**

***Flemming NYRUP and Robin HICKSON – @ the Maastricht ATM Knowledge Centre (MAKC)***  
*Practical examples on roster designed to prevent fatigue and accommodate performance delivery*

**12.45 Lunch Break**

**13.45 What's next – moderated round table**

*Round table on what can be the next step and practices to be shared, developed, requirements for roster tools etc.*

**14.45 Wrap up and Closure of the Event**

**15.00 End of day 2 and of the Workshop**

# CONTACT

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