



**MINISTÈRE  
CHARGÉ  
DES TRANSPORTS**

*Liberté  
Égalité  
Fraternité*

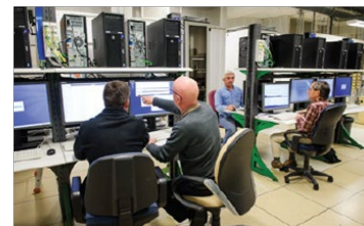
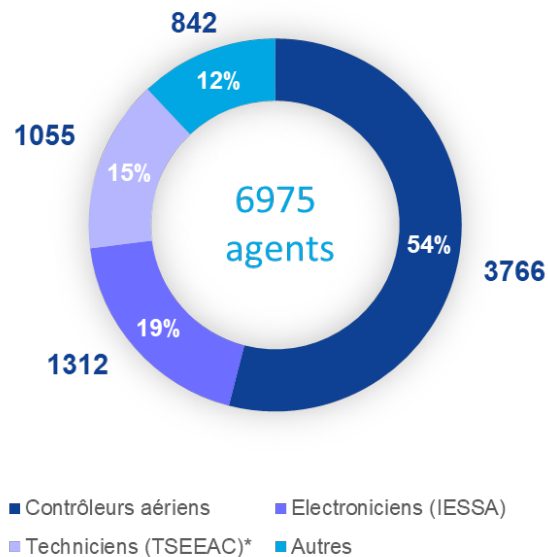


# DSNA FACING COVID CRISIS

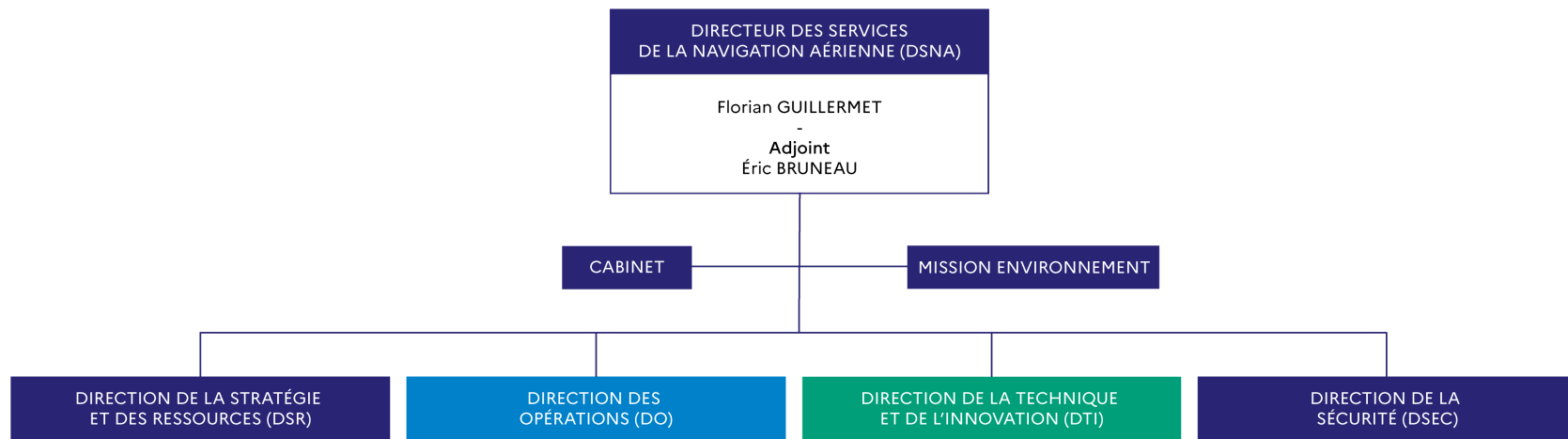
## HOW A MATURE SMS CONTRIBUTES TO MANAGE THE CRISIS

### DSNA – 18/10/2022

# DSNA

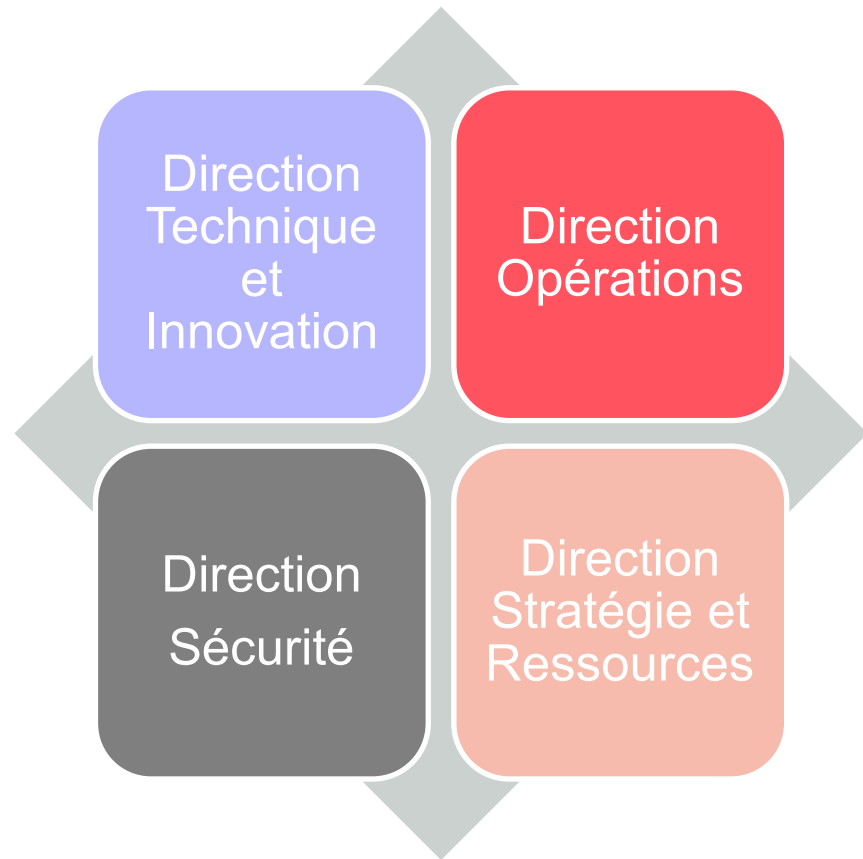


## DIRECTION DES SERVICES DE LA NAVIGATION AÉRIENNE (DSNA)



# New DSNA Organization

- Technical and Innovation Directorate
- Operations Directorate
- Strategy and Ressources Directorate
- Safety and Security Directorate
- Environment Mission
- Cabinet



# SAFETY MANAGEMENT SYSTEM



1. Safety policy and objectives

2. Safety risk management

3. Safety assurance

4. Safety promotion

# RESILIENCE and SAFETY MANAGEMENT

*Resilience = organization's capacity to survive and to recover quickly from difficulties*

## STABILITY

Safety Culture  
SMS Process  
DSNA values  
HR

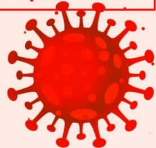
## CHANGE

Adaptation capacity  
Adaptability of SMS

# RESILIENCE and SAFETY MANAGEMENT

Short Term crisis management

COVID-19



March  
2020

October  
2020

April  
2021

Summer  
2021

Summer  
2022

Return to  
normal ops

Long Term Crisis Management

# DSNA SAFETY MANAGEMENT SYSTEM

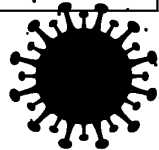
1. Responsibility and emergency plan

2. SAFOPS

3. Specific Performance Indicators

4. Safety promotion and ATCO Training

**COVID-19**





List of potential hazards associated to the recovery of normal operations following COVID-19 restrictions

- Loss of competences ATCO & ATSEP ;
- Traffic volatility & risk of traffic overload ;
- ATCO overload and fatigue;
- insufficient number of operational and technical staff;
- increased equipment failure rates and compromised equipment maintenance.



# ATCO TRAINING

COVID-19



eLearning



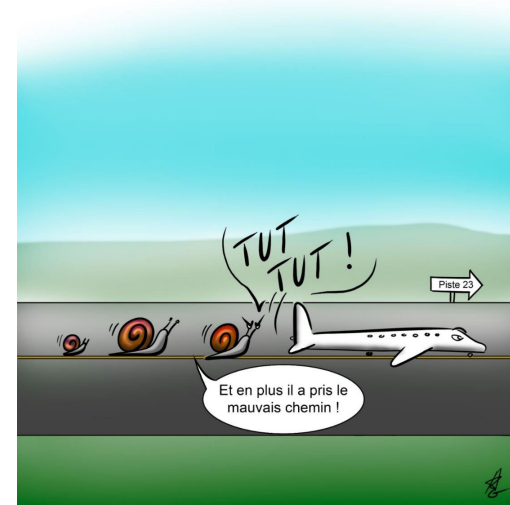
Simulator



ALTMOC

# SAFETY PROMOTION

COVID-19



# PRACTICALLY

## eLearning

Deployment of eLearning  
platforms

=> Similar call signs

⇒GRF



## HF Competences



Derogation from NSA to  
adapt format of FHU  
traineeship into visio  
specifically developed  
on that purpose.

From 03/04/20 to  
10/05/21 : 71  
traineeships for 222  
participants

Development of  
dedicated Interactive  
Learning

## English language competences



Short term:

Distance learning  
sessions to cope with the  
sanitary conditions

Suspension of abroad  
immersion sessions

Middle term:

Development of  
dedicated interactive  
learning

Local immersion sessions

# PRACTICALLY

## Simulator



## Additional simulator sessions for ATCOs

### ACCs

Around 1000  
additional  
hours per ACC

### Paris CDG

Around 2000 additional hours

### Paris Only

Around 250 additional hours

### Others main towers

Around 100 additional hours per  
tower

## Evolute and adaptative NSA position

- ⇒ Derogation in 2020 from March 16th until November 15th
- ⇒ From November 16th, adaptive situation according to activity perspectives and capacity to ensure retaining skill

For exemple:

- Increase in the cap of simulation hours taken into account for licence renewing



# RESULTS



## From an operational point of view:

- All unit ratings renewals have been ensured
- All english ratings have been ensured
- Only a few medical certificates were delivered a few days after the limit (mainly due to the high workload of medical system during Covid crisis)

# RESULTS

From a safety point of view:

## Dedicated indicators:

- **ACCs:** around **5.000** safety reports during the period, **none** of them linked to a loss of competences
- **Control towers:** around **8.000** safety reports during the period, **5** of them linked with a loss of compétences.
  - Isolated occurrences
  - Different locations
  - In each case: debriefing, simulation exercises and feedback





# CONCLUSION



- From an operational point of view, all ratings have been renewed in due time (thanks to adapted measures)
- From a safety point of view, the specific follow-up put in place does not reveal any global loss of compétences due to these adapted operational measures of unit and english ratings renewal

**The resilience of the SMS allowed to adapt and to keep in place the several components of the system to ensure daily operations with a high level of safety during the crisis and after it.**