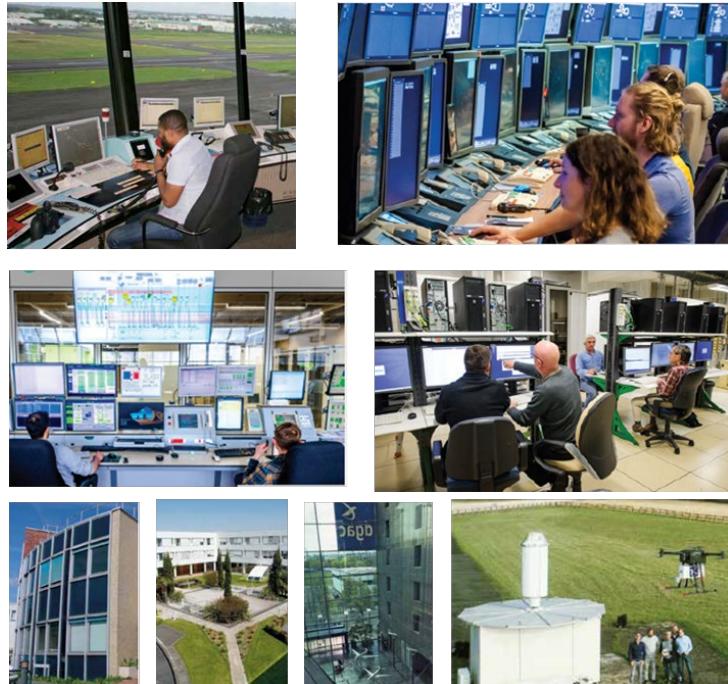
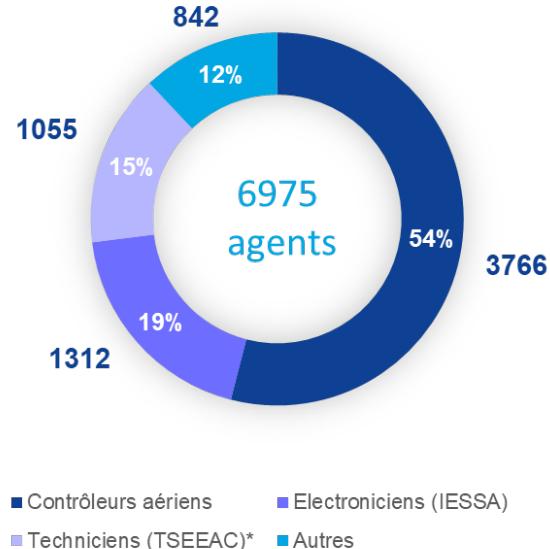


DSNA FACING COVID CRISIS

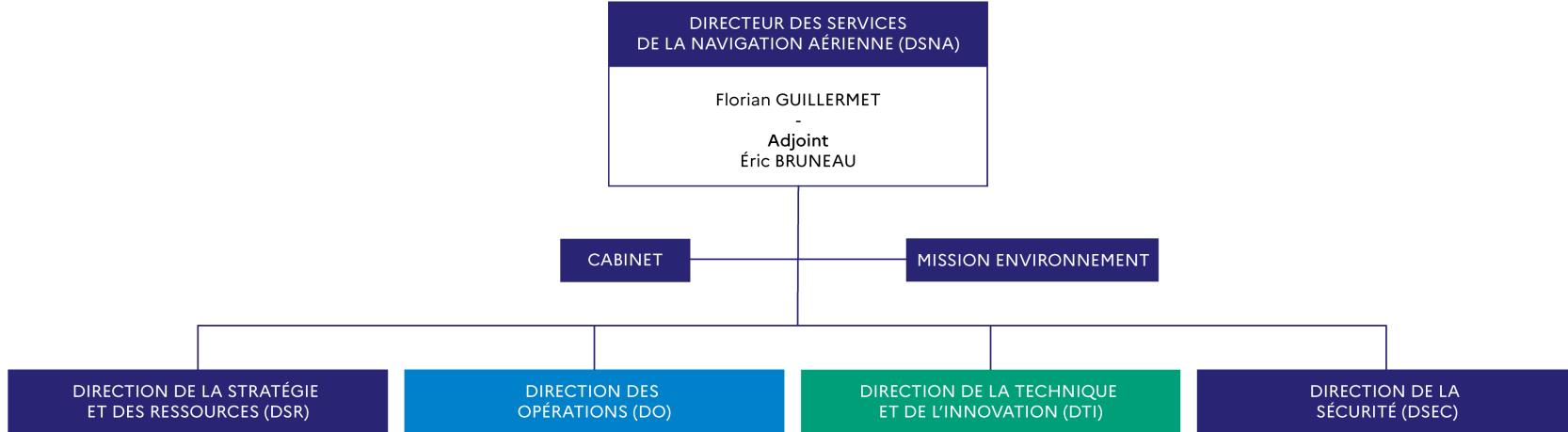
HOW A MATURE SMS CONTRIBUTES TO MANAGE THE CRISIS

DSNA – 18/10/2022

DSNA

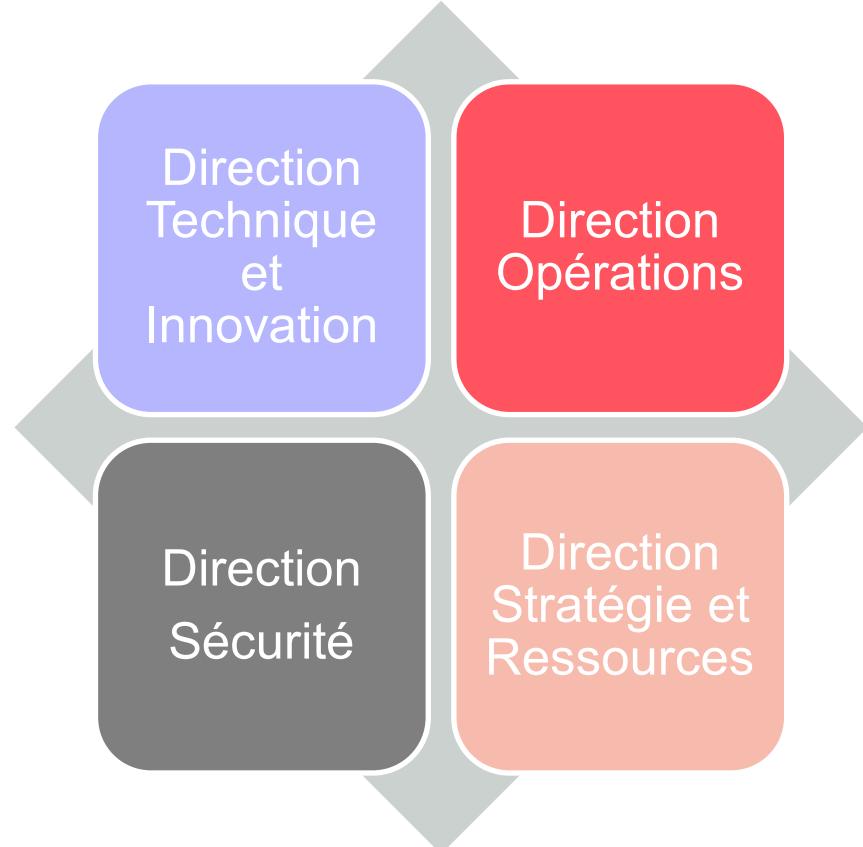


DIRECTION DES SERVICES DE LA NAVIGATION AÉRIENNE (DSNA)

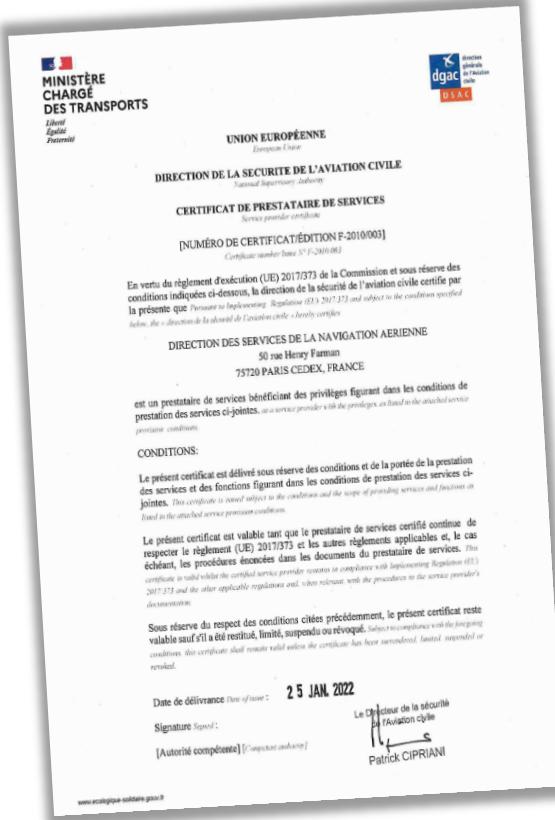


New DSNA Organization

- Technical and Innovation Directorate
- Operations Directorate
- Strategy and Resources 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 valors
HR

CHANGE

Adaptation capacity
Adaptability of SMS

RESILIENCE and SAFETY MANAGEMENT

Short Term crisis management



Long Term Crisis Management

DSNA SAFETY MANAGEMENT SYSTEM

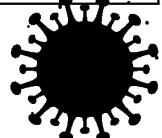
1. Responsibility and emergency plan

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



eLearning



Simulator



ALTMOC

SAFETY PROMOTION



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 Orly

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, adaptative 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.