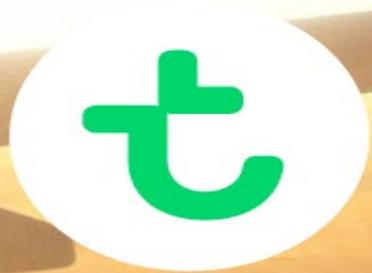


# SMS and Covid-19 Transavia Feedback

SM ICG - Industry Day (18/10/22)



transavia

Welcome  
Bienvenue  
Welkom

# About Transavia France



French low-cost airline (AFKL group)

Home base : Paris Orly airport

First flight in May 2007



Current Fleet : 61 aircraft (737-800 NG)

More than 100 destinations (Europe, Mediterranean basin)

Flying from Paris Orly, Nantes, Lyon and Montpellier



About 2000 employees

7,3 millions of passengers transported in 2019

2,4 millions during summer 2022

# Covid-19 crisis : Feedback in 3 phases

Stopping all TO flights on March 2020 :

- Orly airport shut down on March 31
- First period of lockdown in France



Resumption of TO flights

- On June 15 for Nantes & Lyon
- On June 26 for Paris Orly



Succession of periods of reduced flight activity

- October/November 2020
- February/March 2021



# Phase 1: Stopping all TO flight (March - June 2020)

## Context

- Most of all TO employees are housebound and on part-time work
- Transavia head office closed
- All the fleet grounded (40 aircraft)



## SMS needs to remain active !

- Continue to monitor aircraft maintenance and airworthiness
- Laws & Regulation monitoring and CAA interface
- Perform a safety risk assessment regarding :
  - current non standard situation and,
  - starting to prepare a safe return to normal operations

EASA SIB No.: 2020-02R3



**Safety Information Bulletin**  
Aerodromes – Operations

SIB No.: 2020-02R3

Issued: 02 April 2020

Subject: Coronavirus 'SARS-CoV-2' Infections – Operational  
Recommendations

# Phase 1 : Recovery Plan

## Recovery Plan Strategy managed by SMS

- Global Safety Risk assessment started in early April and was structured around 7 main working group : Flight, Cabin, Maintenance, OCC, Ground Ops, Customer Journey, Health Regulation & Logistics

## Objective is to guarantee :

- Compliance with new rules and standards following Covid-19
- Identify new hazard (weakened safety barriers and increased risks)
- Maintain high level of flight safety for all operations when resuming activity

## Results

- 102 actions were launched and implemented including 62 flight safety recommendations



# Phase 1: Example of safety risk assessment topics

## Threats / Points of attention

### Cockpit & Cabin Crew

- Loss of crew skill/experience
- Degraded operating environment (ATC, Airport, Subcontractors, etc.)

### Maintenance

- Aircraft inactivity: Corrosion, tank contamination, pitot/static,
- Repositioning of MNT task of aircraft in active storage
- Lack of anticipation / Pressure related to the return to service of aircraft

## Main measures implemented

- Specific additional training
- Safety communication to all flight crew on threats and context related to recovery
- Aircraft return to service: reinforced checks, highlighting of critical tasks, team awareness
- Reinforcement of deadline controls
- Retro plan for planes to return to service

# Phase 2: TO flights restart (June 2020)

## Particular Context

- End of storage for the entire fleet
- Ground and Onboard operational procedures modified by health rules
- High July/august flight activity

## SMS Action

- Monitor all feedback from front line staff in order to quickly improve and/or adapt our new operational and sanitary procedures if needed

## Results

- Occurrence of several operational events (pitot probe contamination)
- Boeing modify 737NG de-preservation ADS process
- Flash Securite OSAC and Info Sécurité DSAC (July)
- EASA SIB (August)



EASA SIB No.: 2020-14



**Safety Information Bulletin**  
Airworthiness - Operations

SIB No.: 2020-14

Issued: 05 August 2020

Subject: Pitot-Static Issues After Storage due to the COVID-19 Pandemic

Ref. Publications:  
EASA Guidance: [Return to service of aircraft from storage in relation to the COVID-19 pandemic](#)

# Phase 2: Emerging hazard and risks

## Animal Hazard

- High increase in animal hazard and therefore in risk of bird strike



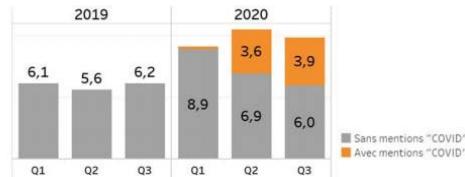
## Unstabilized approach

- Increase of unstabilized approaches (lighter aircraft, possibility of shorten the approach due to less traffic)



## Unruly passenger

- Increase in the number of unruly passengers (about + 30%) with the emergence of non-compliance with health instructions



# Phase 3: Succession of periods of reduced flight activity

October/November 2020

- Following the 2nd wave of Covid-19 and the new travel restrictions, the activity of flights highly decreased (only 617 flights in november).

## SMS Active Monitoring

- Crew safety report : Reporting focused on crew error or crew low performance due to lack of activity
- Crew Training Department Feedback : difficulties for new captain or copilot to consolidate aircraft skills and fully acquire airline procedure
- Flight Data Monitoring : increase of unstabilized approach and non standard landing



# Phase 3: Rapid response by SMS

## SMS Action

- Safety risk Assessment have been performed by safety officer team in coordination with Crew Training department



## Results

- Cockpit Crew : Specific minimum activity rules and simulator programs
- Cabin Crew : Additional training has been deployed to the Chiefs of Cabin released in 2020.



# Phase 3: management of health security and Flight Safety

## SMS and impact of health protocole

- Crew wearing a medical face mask
- Aircraft cleaning / disinfection process
- Physical distancing among passengers

## SMS Action

- Safety Risk Assesment performed regarding use of face mask by cockpit crew
- Specific monitoring on :
  - Cleaning substances and process, compliance to aviation use
  - Weight and balance compliance regarding passenger distribution onboard



# As a conclusion

## Need an integrated and transversal approach

Safety impacts had to be managed by a transversal approach since they concerned all the aviation ecosystem :

- External environment (airports, air traffic control, passenger)
- Subcontractor environment (maintenance, handling)
- Internal environment (staff, process and equipment)

## Focus on operational impact but don't forget human and organisational aspects

- Human : psychological stress, fatigue of front line staff and also administrative staff (Teleworking, distance training)
- Organisational : financial situation, lack of staff, process instability

## Need to be very reactive and adaptable

- Effective feedback system to pick up weak signals rapidly
- Fast and efficient decision-making process

# MERCI!

