



# **CANSO Safety Best Practice In the Middle East Towards better aviation**

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CANSO ME Safety Workgroup Chair

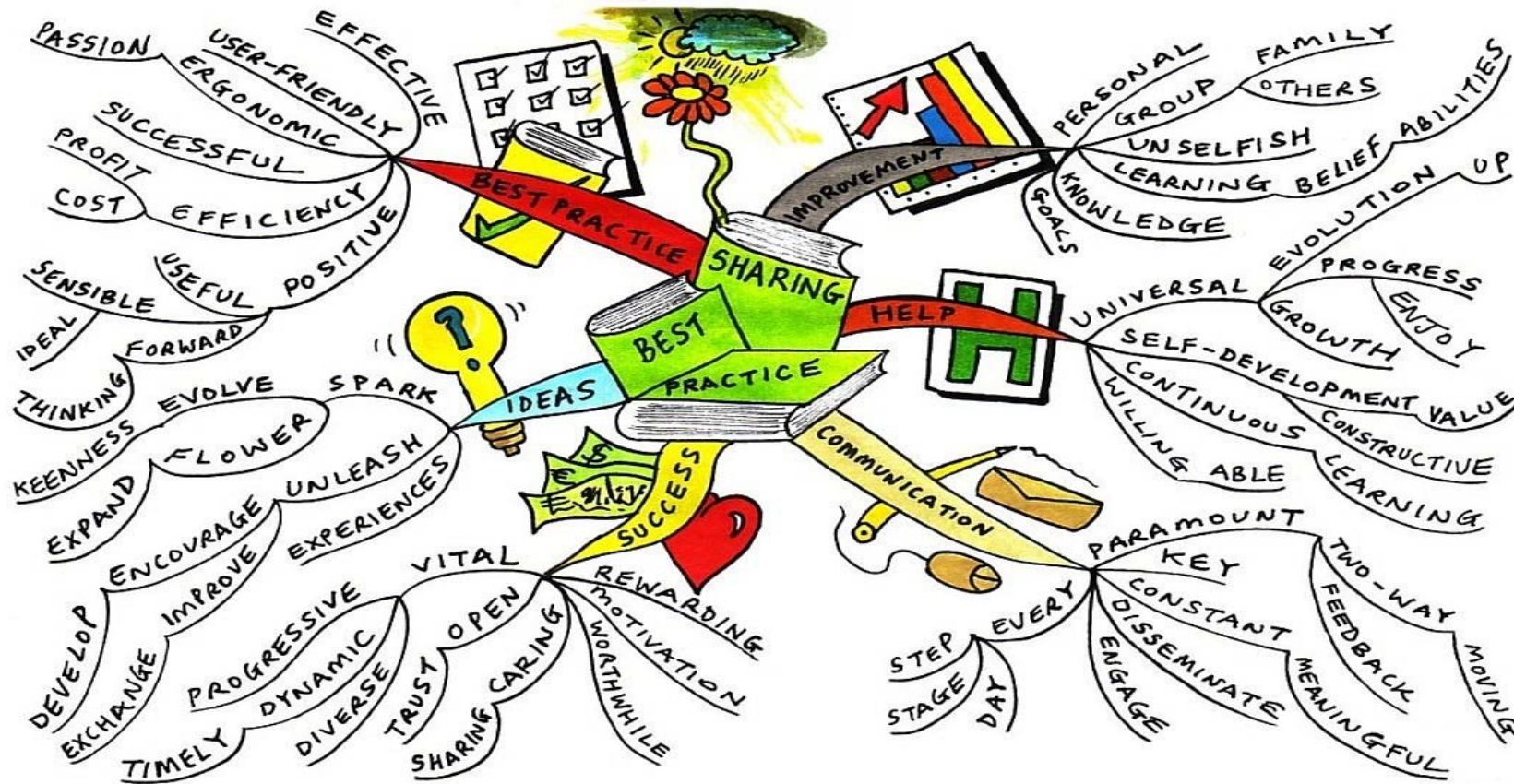
**COSCAP-GS & ICAO MID Safety Management System Workshop, Kuwait, 25-27 May 2015**

# CANSO – Introduction

Civil Air Navigation Services Provider

- CANSO is the global voice of air traffic management (ATM) worldwide. CANSO Members support over 85% of world air traffic. Members share information and develop new policies, with the ultimate aim of improving air navigation services both on the ground and in the air.
- CANSO seeks to lead the transformation of global ATM performance and to serve as the global voice for its Member air navigation service providers (ANSPs)

**CANSO is a global platform for the exchange of best practice , On this platform we have the chance to work together, learn together, and then leading by examples**



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# Accountabilities

- ICAO and the States determine the **'what'**,
- CANSO and the industry determine and implement the **'how'** for ATM.

# Vision 2020 Key Safety Priorities

- **Global Partnership:** *Implement a CANSO Safety Strategy that seeks to drive safety performance through global industry collaboration and a success-based approach.*
- **Creating Value for Members & Stakeholders:** *Develop safety management guidance and tools which will assist ANSP transitions to increasingly automated service delivery.*
- **Global Partnership:** *Develop and implement common definitions and predictive measures of operational safety risk, as well as positive safety performance metrics that seek to drive safety improvement across all CANSO Membership.*

# CANSO's Regions

**Africa**

**Asia-  
Pacific,**

**Europe**

**Middle  
East**

**Latin  
America  
and  
Caribbean**

# CANSO Standing Committees



**Safety**



**Policy**



**Operations**

# CANSO Safety Standing Committee SSC

Oversees the CANSO Safety Programme and is broadly committed to:

**Continuous Improvement**

**Enhancing Safety management and culture**

**Providing global leadership on safety Management**



# Objectives of the SSC

- Provide members with a mechanism to exchange information and best practices to improve their safety management systems (SMSs) and overall safety performance;
- Establish common CANSO positions on a broad range of safety issues;
- Represent the safety interests of CANSO Members to governmental and regulatory bodies (particularly ICAO); and
- Identify CANSO safety goals and develop products and initiatives in support of those goals

# CANSO SSC Work Group Structure

**GOAL: Implement a CANSO Safety Strategy that seeks to drive safety performance through global industry collaboration and a success-based approach.**

**GOAL: Develop safety management guidance and tools which will assist ANSP transitions to increasingly automated service delivery.**

**GOAL: Develop/implement common definitions/predictive measures of risk, positive safety performance metrics**

## CANSO SMS Capabilities

### Activity 1:

Collaborate with industry partners.

### Activity 2

Facilitate regional safety programmes and safety support.

### Activity 3

Promote/encourage adoption of the safety culture framework and tools.

### Activity 4

Enhance safety management approaches.

### Activity 5

Coordinate SSC support of CANSO cross-committee work.

## Future SMS Development Workgroup

### Activity 1

Achieve a consistent approach in automation concepts of operation.

### Activity 2

Use tools to determine the impact of automation on controllers.

### Activity 3

Assure that design maintains the human in the system and that functions maximise safety benefit.

### Activity 4

Integrate human factors and performance findings in the safety analysis and investigation phase by closing the loop.

### Activity 5

Develop new processes, (risk and fatigue management, and promote safety culture as a key enabler.

## Safety Performance Measurement Workgroup

### Activity 1

Create new leading indicators oriented toward understanding safety performance and risk control effectiveness.

### Activity 2

Outline common definitions and measures of risk in order to proactively identify potential safety hazards.

### Activity 3

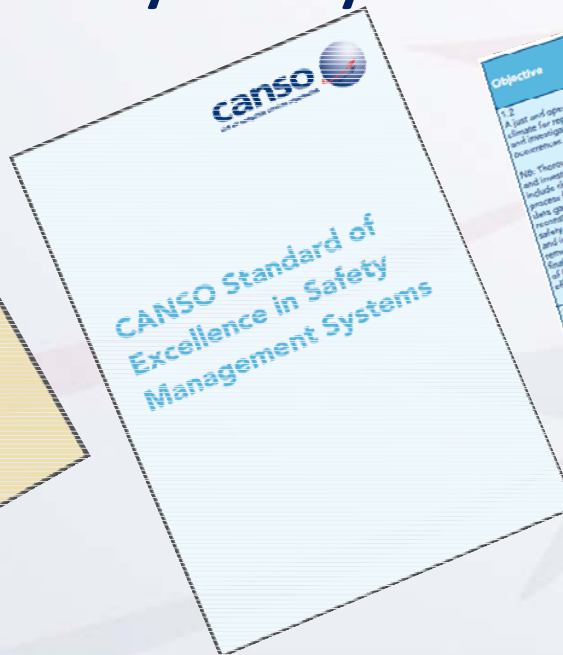
Promote guidance and educational materials to increase member participation in CANSO data reporting programmes.

### Activity 4

Shift focus from failures to successes.

# SMS Implementation Products reflected to Middle East

- CANSO SMS Implementation Guide
- CANSO Standards of Excellence
- CANSO SMS Maturity Survey



Objective	Initiating	Planning / Initial Implementation	Implementing	Managing & Measuring	Continuous Improvement
1.2 A just and open climate for reporting and investigation of occurrences. NB: Thorough reporting and investigation work includes the complete process from notification, data gathering, analysis, recommendation and implementation of corrective actions, up to final reporting, exchange of lessons learned and effective monitoring.	Management believes there are no barriers regarding the existing reporting and investigation culture and therefore does not see the need for any dialogue with the staff in this area.	Discussion between staff and management to define a just and open reporting and investigation climate. However, no underlying safety policy and procedures are in place yet.	Policy and procedures which support an open reporting climate, and Culture principles and Culture principles are in place.	Safety data and publication policies are supported by the staff.	Under certain legal regimes, there is a clear and published policy on how dialogue with staff authorities and media is established and followed.
1.3 Legal requirements of safety culture and an improvement programme.	The organisation does not see the need to have a safety culture monitoring mechanism in place.	The organisation is aware of the need to have periodic measurements of safety culture in place, as well as an improvement plan.	Safety culture is measured and results are available.	The organisation has a regular basis and implements improvements to any identified weaknesses.	Lessons from within the organisation and different industry sectors are used to enhance the organisation's approach to Just Culture.
					All personnel are proactive and committed to improving safety.
					Safety Culture Surveys confirm that within the organisation, there is a high level of alignment between what is said and what is done, and what is followed.
					Organisational management processes a continuous improvement plan.

<https://www.canso.org/safety>

# CANSO SMS Maturity Survey objectives

Aims to Provide means through which ANSPs can comply with ICAO Annex 19 requirements for service providers by achieving the “implementing” level of maturity in the relevant areas of the Standard.

CANSO Standard of Excellence in Safety Management Systems

**canso**  
civil air navigation services organisation

# Standard of Excellence Objectives

- Drive improvement within the industry;
- Transfer learning across the industry;
- Demonstrate compliance with the SMS aspects of ICAO Annex 19 when reaching the “Implementing” level of maturity;
- Allow each member to build a SMS which is commensurate to the size and complexity of its specific operation;
- Provide a path for continuous improvement beyond that required by both international and domestic regulations;
- Reflect industry best practice;
- Provide a means for management, and Safety Managers in particular, to directly and deliberately plan for safety at a corporate, group and project level to assure that risks to operational service delivery are reduced as far as reasonably practicable.

# CANSO SMS Maturity Survey Components

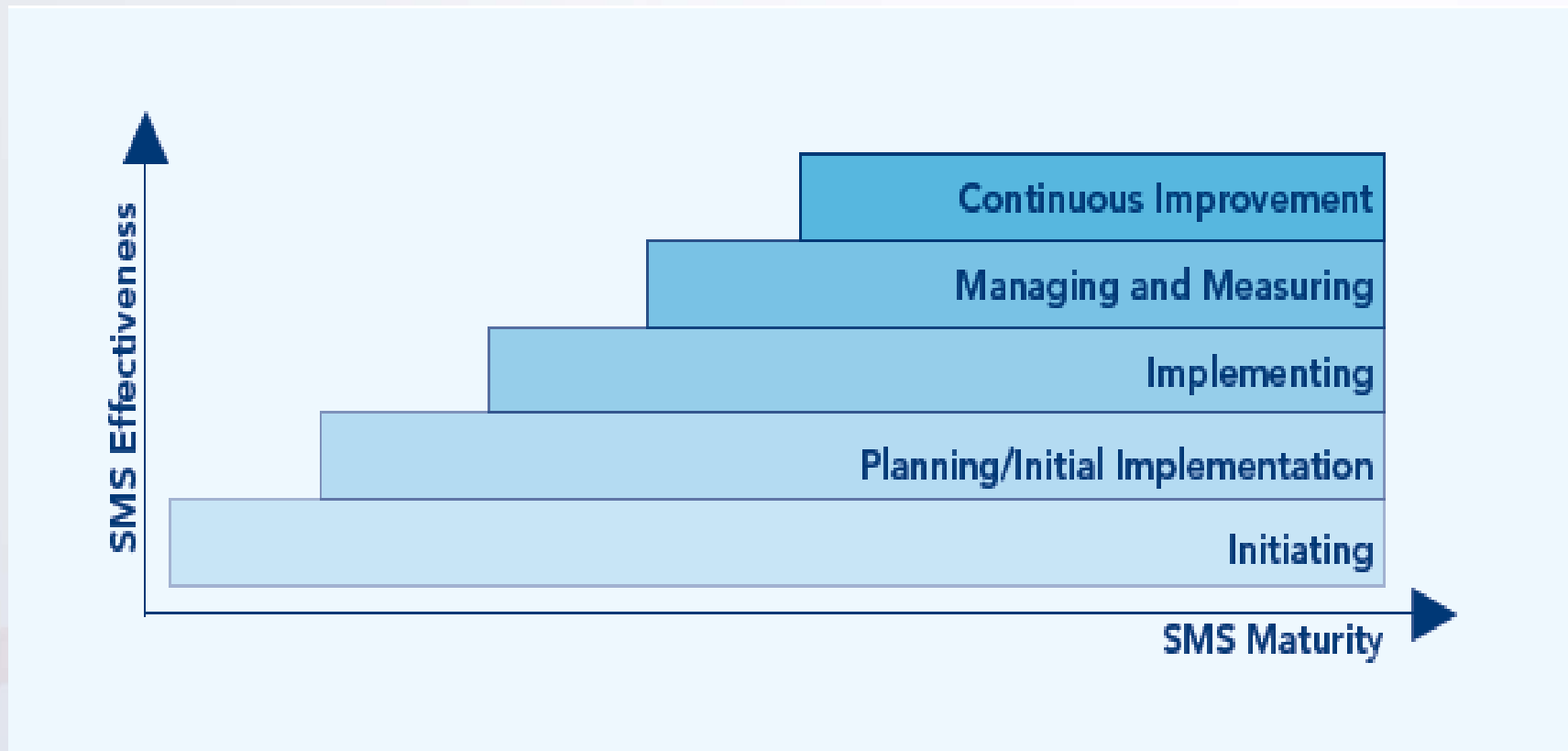
- Development of a Positive and Proactive Safety Culture.
- Safety Policy .
- Safety Accountabilities .
- Coordination of Emergency Response Plan .
- Safety Management System Documentation.
- Compliance with International Obligations.
- International Obligations.
- Safety Risk Management .

# CANSO SMS Maturity Survey

## Components “cont”

- Safety Interfaces.
- Fatigue-related Risk Management.
- Safety Reporting, Investigation and Improvement .
- Operational Safety Surveys and SMS Audits.
- Safety Performance Monitoring and Measurement.
- The management of change .
- Continual Improvement of the SMS .
- Training and Education .

# SMS Maturity Pathway





# Benefits

## CANSO SMS Maturity Survey

- Planning Tool;
- Provides a framework through which the safety culture of each organization can be improved;
- Allows for better measurement and communication;
- Promotes safer and more effective processes across the Flight Information Regions.
- As an audit tool, can be used as a management checklist;
- Aims to contribute towards increased cost-effectiveness *by enabling the development of standardized training courses, safety promotion campaigns, and mentoring programmes.*

# CARC of Jordan , and CANSO

CARC of Jordan , since joined CANSO in 2010 .Decided to make the best use of the available **best practice** technique, taking into consideration that a given best practice is only applicable to particular condition or circumstance ; and may have to be modified or adapted for similar circumstances

CARC is an active member in CANSO , and made use of the most available products .

**Theory is all very well, but there  
is no substitute for experience**

Best  
Practices

***Thank You***

***Any Question***