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Asia and Pacific Office

ICAO

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Bangkok, Thailand, 24-27 January 2022 (Video Teleconference)

Agenda Item 5: Presentations – State / Industry / ICAO

**THE FLIGHT SAFETY FOUNDATION GLOBAL SAFETY ASSESSMENT PROJECT-
STATUS UPDATE**

(Presented by Flight Safety Foundation and Association of Asia Pacific Airlines)

SUMMARY

The Flight Safety Foundation (FSF), in collaboration with the Association of Asia Pacific Airlines (AAPA), launched a comprehensive survey that was sent to their members in order to collect information on the level of risk assessments performed and the mitigation strategies that may have been put in place during this global pandemic. The survey also collected information on the level of coordination between the regulator and service provider. 36 airlines from the APAC region participated in the survey. This WP provides further details on the results of the survey and next steps.

1. INTRODUCTION

1.1 The impact of the COVID-19 pandemic on the global aviation community has been unprecedented and has resulted in an extreme reduction in aviation activity and in some cases a complete shutdown of operations commencing in the first quarter of 2020 and well into most of 2021.

1.1 The shutdown and subsequent return to service have led to many changes to the operating environment. This means that organizations need to address the management of change effectively and regulators need to engage with their organizations to ensure that the results are safe and effective.

1.2 For this purpose, FSF, in collaboration with airline associations around the world, have launched a comprehensive survey that was sent to their members in order to collect information on the level of risk assessments performed and the mitigation strategies that may have been put in place during this global pandemic. The survey also collected information on the level of coordination between the regulator and service provider. Over 150 airlines around the world participated in the survey.

1.3 The survey results, together with the information collected through focus groups and workshops will be used to perform a deeper analysis. The information will be shared as well with the respective RASGs for information as well as validation.

2. THE GLOBAL SAFETY ASSESSMENT PROJECT

2.1 The Flight Safety Foundation (FSF) has launched the development of a Global Safety Assessment Project to help FSF and its members to understand current global and regional safety needs by identifying synergies and gaps in addressing existing safety risks and emerging safety issues arising because of the global pandemic. The assessment focused on scheduled commercial air transport, business aviation and special operations.

2.2 Collaborating with regulators, regional groups and industry associations, FSF will determine the impact the pandemic has had on governments supporting their industry as well as on the industry keeping pace with its international obligations and national requirements. Additionally, the assessment will identify the new or emerging aviation safety issues arising because of the pandemic. The assessment will also focus regionally, and the results will provide a better understanding of existing safety risks and emerging issues leading to effective mitigation approaches.

2.3 Some metrics that will be considered are accident, serious incident and occurrence data, and the number of exemptions, extensions and alleviations issued. A deeper analysis is currently underway on the ability of regulators to issue exemptions and of service providers to perform thorough risk assessments to make informed decisions. Information has been collected through surveys and qualitative results reviewed through focus groups and workshops.

2.4 During the RASG-APAC/11 meeting held in November 2021, the FSF together with the Association of Asia Pacific Airlines (AAPA) presented the results of a survey that was sent to airlines in the Asia-Pacific region, in order to collect information on the level of risk assessments performed and the mitigation strategies that may have been put in place during this global pandemic. 36 airlines in the APAC region participated in the survey.

2.5 The responses to the survey, together with other information collected, provided FSF with information on the level of risk assessments performed by airlines including mitigation strategies put in place and an indication of Safety Management Systems (SMS) implementation at a regional level. The information collected also provided - from a regional perspective - an indication of a regulators level of implementation (maturity) of implementing a State Safety Program

2.5 The survey results, together with a preliminary analysis, addressed the following areas:

- Business continuity plans (BCP) and emergency response plans (ERP)
- Safety management systems and risk assessment processes
- Ability to monitor and detect hazards and perform a risk analysis
- Change management process
- CAA and industry cooperation
- OEM consultation
- Human Factors and Crew Resource Management

3. SUMMARY OF RESULTS – PRELIMINARY

3.1 While the results of the survey and preliminary analysis from the 36 airlines from the APAC region have been presented at the RASG-APAC/11, they are also included as an appendix to this paper.

3.2 A workshop is planned to be held with survey respondents as well as other AAPA members in the first quarter of 2022, to review in depth the survey responses and exchange best practices and lessons learned amongst participants and to better understand the challenges and risks identified by airlines. The outcomes of the workshop will contribute to the deeper analysis being performed by FSF.

3.3 In the area of **Business Continuity and Emergency Response plans** - 87% of the operators indicated that they had in place an emergency response plan (ERP), this is of no surprise and was expected considering that there is a requirement for operators to have this in place. 70% of the operators indicated that change management reduction in workforce was included as part of the risk assessment. This is an area that requires to be further reviewed with survey respondents since these preliminary results reveal there is room for improvement.

3.4 With respect to **Safety management systems and risk assessment processes**, all operators that responded to the survey indicated that they have established an SMS and established a Hazard identification and Safety risk Assessment process and 96% updated their risk assessment due to the Pandemic. 71% of the operators indicated that they reviewed their risk assessment as required/ weekly/ or monthly, however 29% did not perform a review or infrequently during the pandemic. This is an area that can be further enhanced and will be explored further during the workshop.

3.5 Concerning **Change Management** - 43 % of the operators indicated that Change management process was applied across their entire company without exception. 63% managed to mitigate the risk of staff workforce changes during the pandemic well or exceptional. This is an area that can be improved and will be further explored with survey respondents at the upcoming workshop.

3.6 **In the area of CAA and Industry Cooperation** - a series of questions were asked to survey respondents to determine the level of interaction and cooperation between the industry and civil aviation authorities (CAAs) based on what was called for in the CART recommendations. The top guidance received by operators from their CAAs during COVID related to pilot medical certificates, pilot proficiency checks, pilot recent experience as well as license validity. 68% of the operators received targeted exemptions, exceptions or alleviations. In particular, 90% of survey respondents received exemptions for pilot proficiency. 32% of operators requested extensions from their CAAs to flight duty periods, of which all were processed. It is worthy to note that while detailed guidance was provided to States on the treatment of exemptions, 57% of the States accredited in the APAC region have a USOAP EI score below 70% in the area of exemptions. An area worth to further explore.

3.7 With respect to Human Factors - 63% of the operators surveyed indicated that staff reported- Increase fatigue –returning to work following a long period of inactivity. Constant alertness to ongoing fears and concerns around employment, infection, protection. 47% - Increase stress – due to nonstandard operations and 15% of the operators indicated that there was an increase in the level of reports on mental health during the pandemic. It is worthy to note, while there is no ICAO provision for states to require air operators to establish mental health programs, almost 63% of operators had or put in place a program to deal with mental health.

4. CONCLUSION

4.1 FSF, in collaboration with AAPA, launched a comprehensive survey that was sent to airlines in the region to collect information on the level of risk assessments performed and the mitigation strategies that may have been put in place during this global pandemic. The survey also collected information on the level of coordination between the regulator and service provider. 36 airlines from the APAC region participated in the survey.

4.2 The launch of the survey and preliminary results were shared with the RASG-APAC/11 in November 2021. Further details of the analysis are found in para 3 of this report as well as the appendix.

4.3 FSF together with AAPA will conduct a workshop in the 1st quarter of 2022 with all survey respondents and other members of AAPA. The survey results, together with the information collected through focus groups and workshops will be used to perform a deeper analysis and generate some conclusions and recommendations which will then be shared with the RASG-APAC for further consideration.

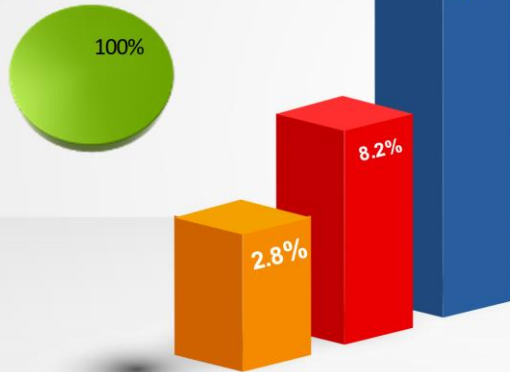
5. ACTION BY THE MEETING

5.1 The Meeting is invited to:

- a) Note the progress made by FSF and AAPA in further analysing the survey results.
- b) Support FSF and AAPA in its ongoing efforts to conduct a workshop with airlines from the APAC region in the first quarter 2022.
- c) Request FSF together with AAPA to present its final results and recommendations at the next APRAST or RASG-APAG for its consideration.

Survey Respondents -Breakdown

Regional location of survey respondents- APAC



Breakdown of Survey participants

97.2% Commercial/Passenger airline
 8.3% Cargo Airline
 2.8% Specialty Operations

Business Continuity and Emergency Response Plans

Business Continuity Plan (BCP)



94% of those with a BCP had a mechanism in place to ensure safety hazards are shared at the appropriate level.

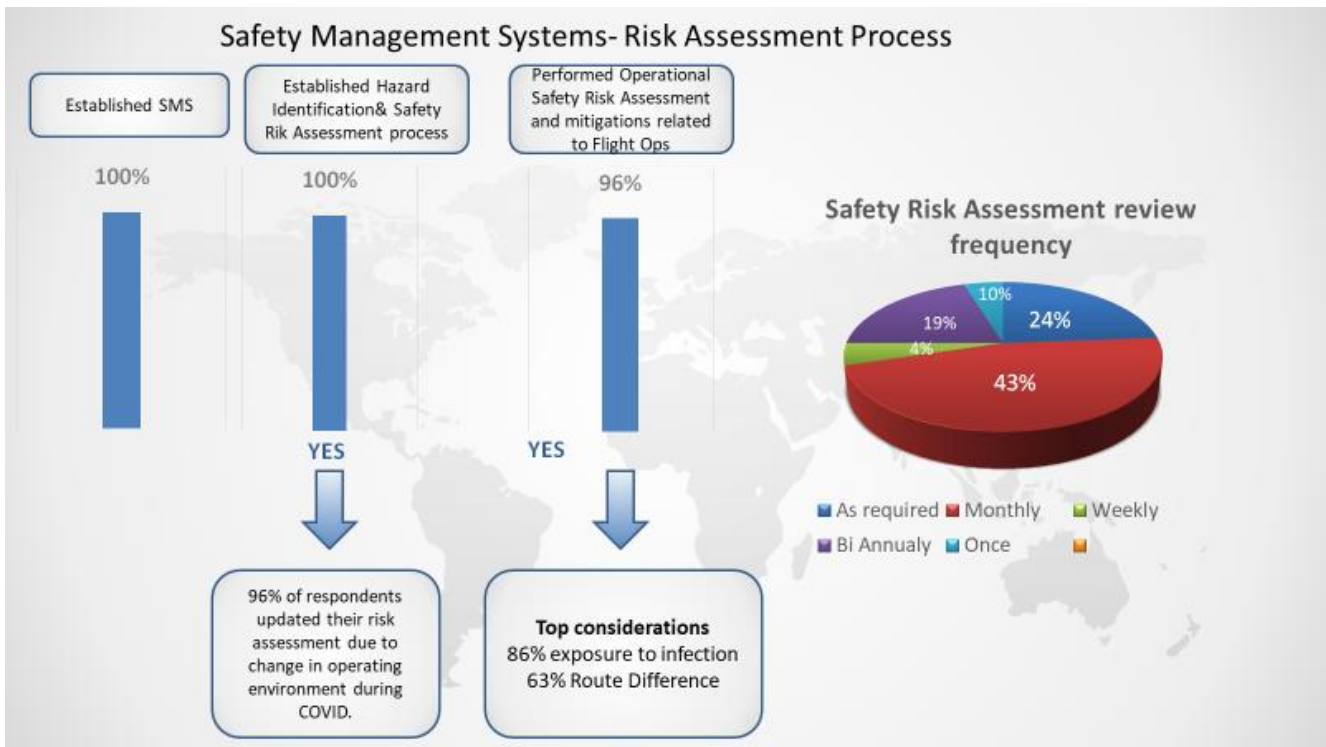
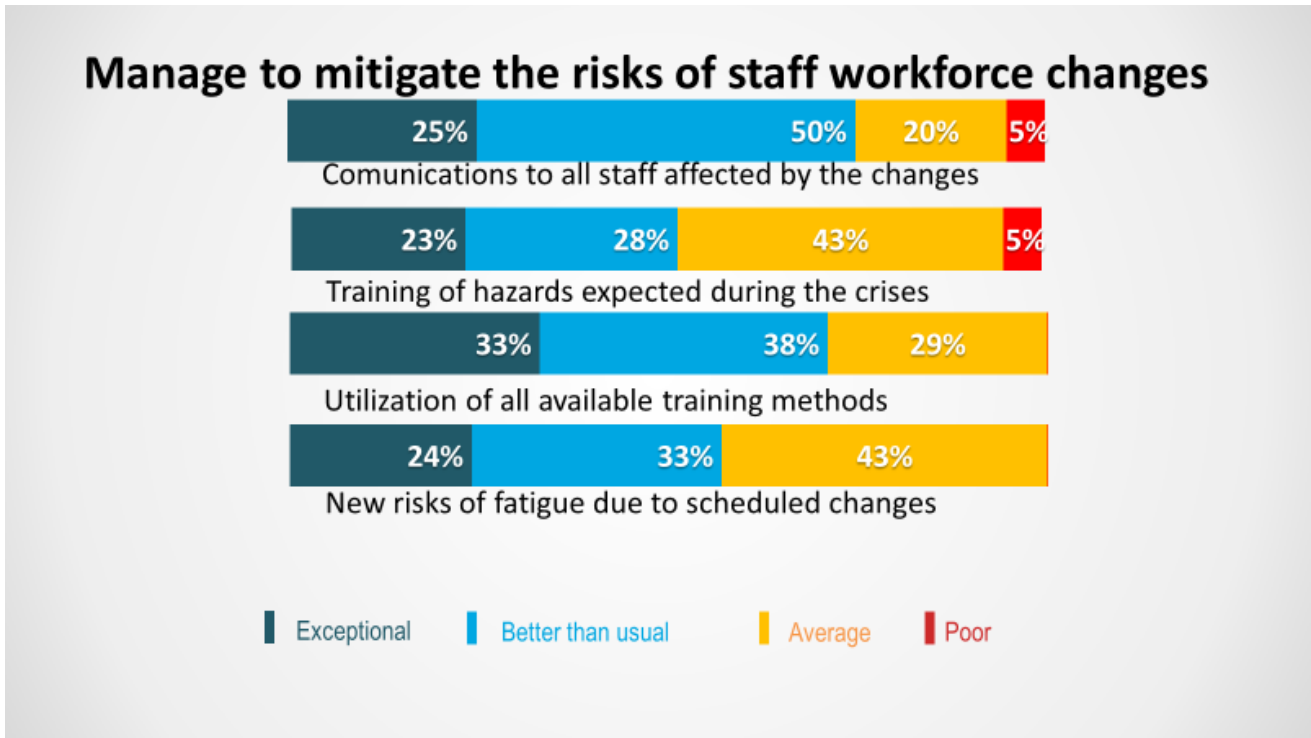
70% with no BCP ensured that Change management and reduction in workforce was included as part of risk assesment.

Emergency Response Plan (ERP)

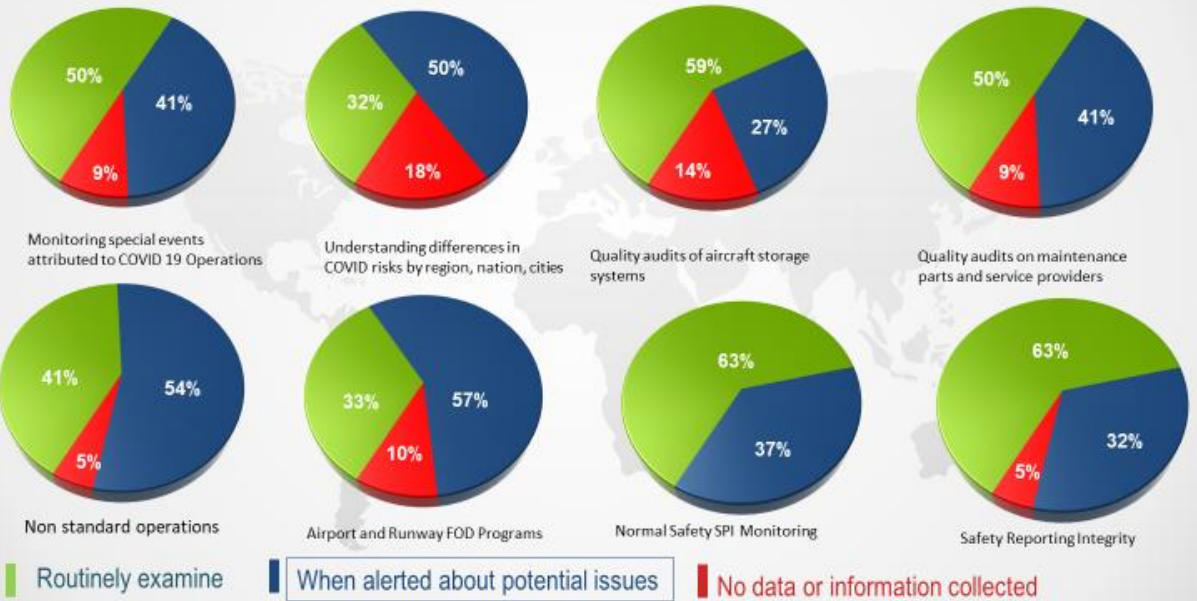


69% established a link between their ERP decision making and their BCP.

Appendix 1



Ability to Monitor and Detect Hazards and Risk Analysis during the COVID 19 Recovery



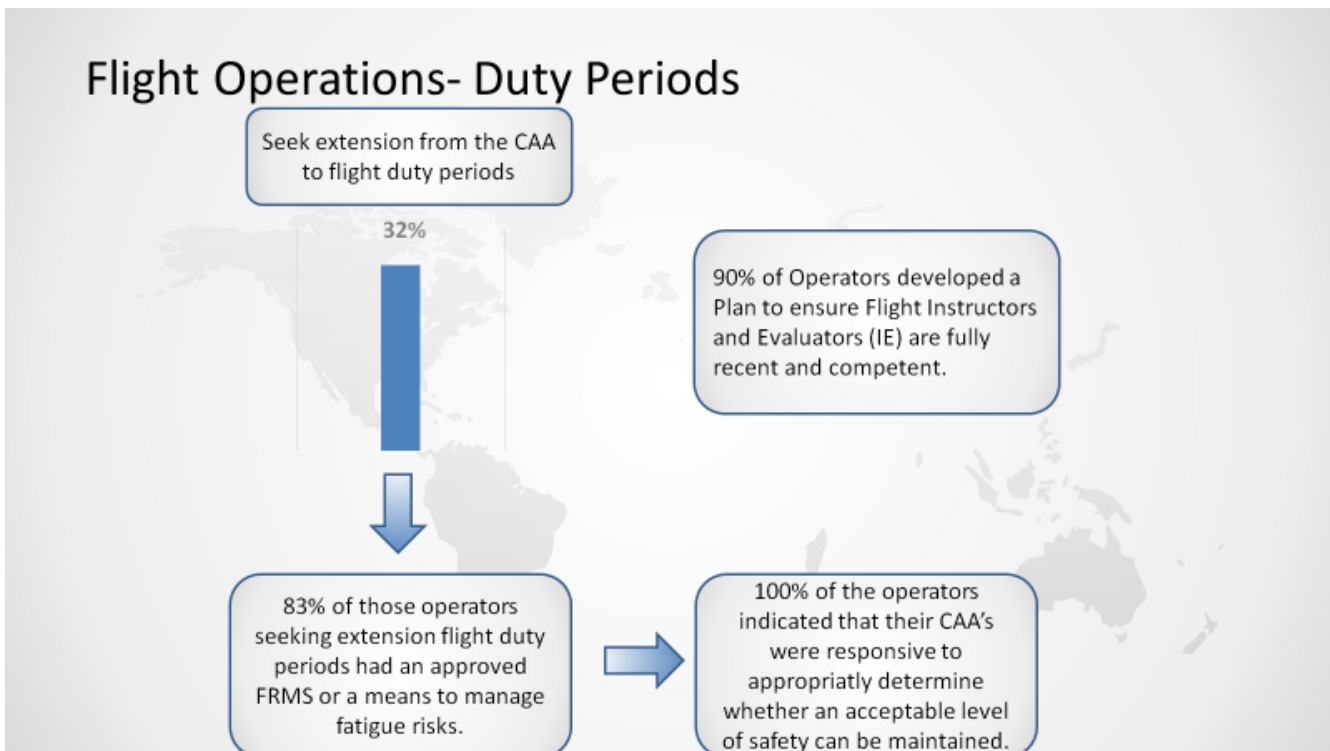
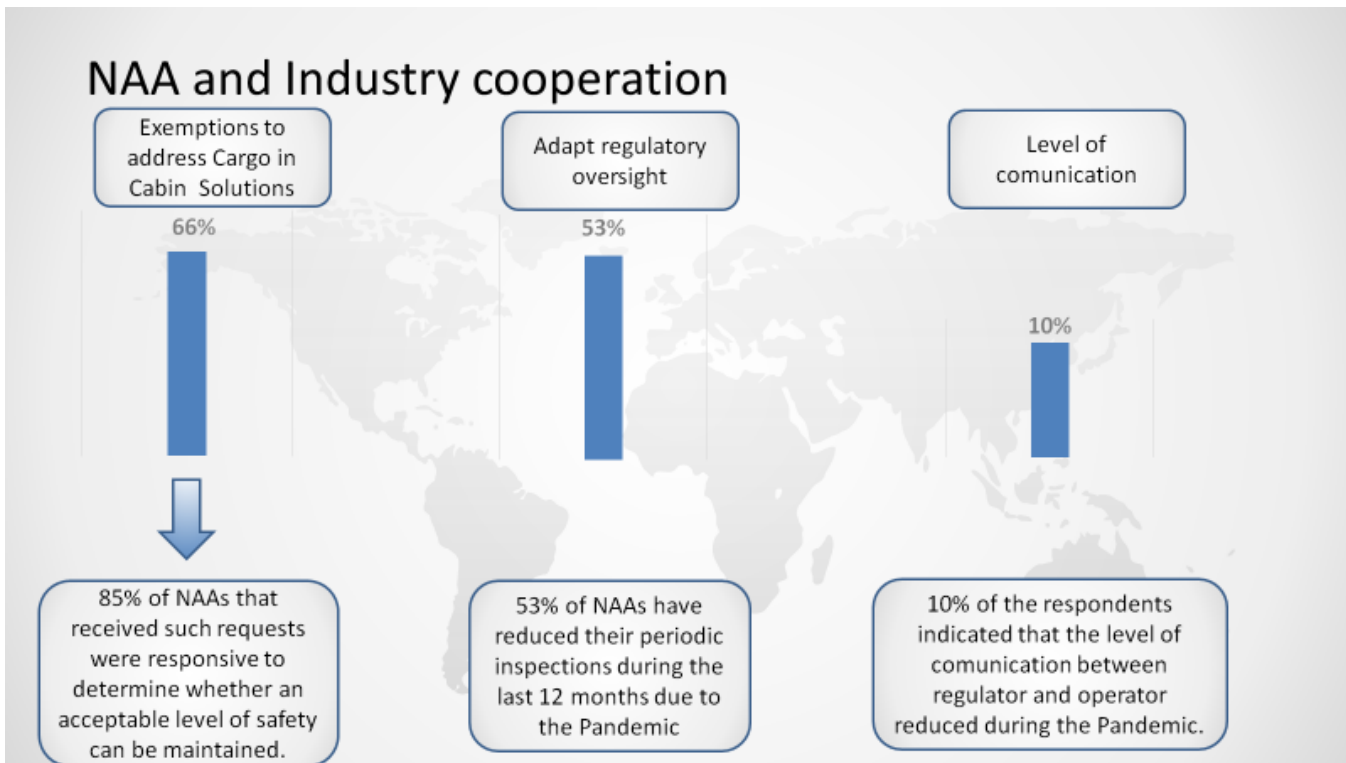
NAA and Industry cooperation



Level of targeted exemptions, alleviations, extensions issued by NAAs for adapting flight operations in the new normal during COVID



Appendix 1

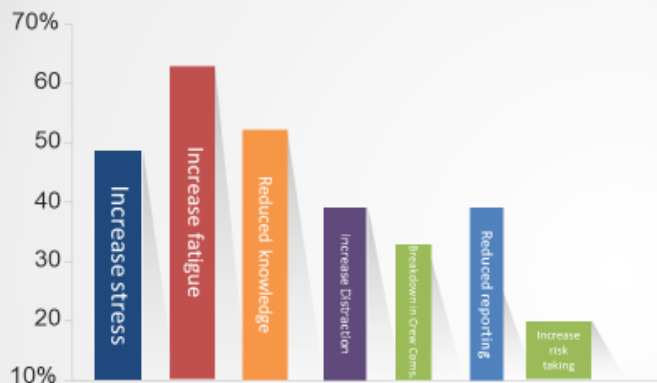


Consultation with the OEM



Top areas consulted with the OEM during the Pandemic

Human Factors / Crew Resource management



Program to deal with Mental Health

63%



Increase of staff reporting mental health issues

15%



Human Factor issues throughout COVID which require attention during crew training and onboard operations. Some may have adverse affect on individual and group performance and introduce additional safety risks

47% - Increase stress – due to nonstandard operations
63% - Increase Fatigue – returning to work following a long period of inactivity. Constant alertness to ongoing fears and concerns around employment, infection, protection.
53% - Reduced knowledge and skills
37% - Increase distraction from tasks
32%- Breakdown in communications and alignment primarily due to change in SOPs related to health and operational procedures that may be country or operation specific.
37% - Reduced reporting of non-conformities
16% - increase in risk taking