

Safety Resources

Ref. Easy Access Rules for Aerodromes Regulation (EU) No 139/2014

(AMC1 ADR.OR.D.005(b)(1)-(b)(4).

“The Safety Review Board should ensure that appropriate resources are allocated to achieve the established safety performance.”



1. Survey on Safety Resources

1.1 TARGET AUDIENCE AND PURPOSE OF THE SURVEY

To address the intent of EU 139/2014, AMC1 ADR.OR.D.005(b)(1)-(b)(4):

“The Safety Review Board should ensure that appropriate resources are allocated to achieve the established safety performance.”

The Accountable Manager and the Safety Review Board (SRB) has introduced the following survey as a supplement to other procedures and SPI's already in place, to further inform and continuously improve safety levels based on the effectiveness of the Management System.

Since December 2020, the survey has been conducted bi-yearly. The target audience is Subject Matter Experts (SME's) and Managers with safety related responsibilities. At CPH, we call this group: “Safety Critical Staff”. In Q4, 2024, the group counted 123 Managers and 193 SME's.

The Safety Services Office collects and analyzes survey results, which are reported to the Safety Review Board (SRB). Twice a year, the SRB reviews these inputs to determine future actions, facilitated by the Accountable Manager and supported by the Safety Manager. The survey helps the SRB evaluate resource allocation for safety performance. Over time, the SRB uses survey data to track developments and make informed decisions.

The following pages reflect how CPH approach the respondents.

1.2 COVER LETTER

“Dear Safety Leader,

Here comes a task that I hope you can find 5-10 minutes to prioritize. The topic is *resources*, and your feedback is both desired and necessary.

According to ADR legislation and CPH's safety policy, the “Safety Review Board (SRB) must provide the necessary human and financial resources for the implementation of the safety policy.”

In practice, this requires insight and a behavior where we systematically address the topic. Therefore, the SRB has decided that all safety leaders and specialists with safety responsibilities (Subject Matter Experts) must complete a survey focused on this issue twice a year.

It is now time to conduct a round of the survey. The questionnaire has been set up in MS Forms, and two links have been created so we can distinguish between responses from leaders and specialists.

You are invited to participate via this [link].

The deadline for responses is [Month, Date, Year]
Your responses will be collected on behalf of the Accountable Manager by me, the Safety Manager (Safety Services Office). At the next Safety Review Board meeting on [Month, Date, Year], we will present and review the results. The SRB will then initiate any necessary actions if needed.

Thank you for your time!

Best Regards,
Dorte Nygaard, Safety Manager, Copenhagen Airports A/S"

1.3 SURVEY QUESTIONS FOR MANAGERS AND SUBJECT MATTER EXPERTS (SME'S)

The survey:

Your answers will be shared in anonymised form with the Safety Review Board. We treat your responses confidentially and use your feedback to enhance safety levels and inform our decisions.

Think back over the past 6 months and think of your own work area as a starting point when completing the questionnaire.

1.1 External suppliers:

Have you experienced a significant reduction in the quality of safety-critical tasks performed by external suppliers that could compromise safety?

- Yes
- No
- I don't know
- Not relevant for my department

2.1 Supplies:

Have you experienced a shortage of safety-critical supplies or spare parts?

- Yes
- No
- I don't know
- Not relevant for my department

3.1 Compliance with standards:

Have you noticed discrepancies between what is stated in the procedures/instructions/how-to and the way tasks are performed in your department?

- Yes
- No
- I don't know
- Not relevant for my department

3.2 If you answered "Yes" to 3.1, please provide specific examples (e.g., Document ID number) of discrepancies between the descriptions in the procedures/instructions/how-to and the execution in your department.

3.3 Compliance with standards:

Have you experienced a lack of a procedure/instruction for the safety-critical work that you have performed?

- Yes
- No
- I don't know

3.4 Compliance with standards:

Have you experienced significant reductions in maintenance standards for safety-critical systems, equipment, infrastructure, etc., compared to the defined maintenance program/plan/procedure?

In example:

- Lack of or postponement of maintenance
 - Reduction in inspection or maintenance frequency
 - Replacement with inferior components
- Yes
 - No
 - Don't know
 - Not relevant to my department

4.1 Competence development:

Have you experienced significant* postponement or cancellation of competence development related to the defined training program for your employees?
(*more than 3 months delay)

- Yes
- No
- Don't know

4.2 Competence development:

If yes, please specify the reasons for the postponement or cancellation of the competence development.

5.1 Changes in roles and responsibilities:

Have your employees been challenged in performing their tasks due to changes in the group of Safety Critical Staff (SCS)?

In example: New hires, resignations, leave, reassignments, etc.

- Yes
- No
- Don't know

5.2 Changes in roles/responsibilities:

Have you experienced significant* turnover of Safety Critical Staff resources within your area of responsibility?

(* More than 40%) *

- Yes
- No
- Don't know

6.1 Workload:

Have you had employees (Safety Critical Staff (SCS), who experienced a lot* of overtime?

(*Over a period of one month)

- Yes
- No
- Don't know

6.2 Workload continued:

Have your employees (Safety Critical Staff (SCS)) felt pressured by tasks to the extent that they were unable to deliver, even after requesting prioritization of their tasks?

- Yes, often
- Yes, occasionally
- No
- Don't know

7.1 Resource utilization:

How do you assess the effectiveness of resource utilization in your department? (Resources=Employees/FTEs)

1=Very poor, 2=Poor, 3=Neutral, 4=Good, 5=Very good



7.2 Do you have any recommendations for improving the effectiveness of resource utilization?

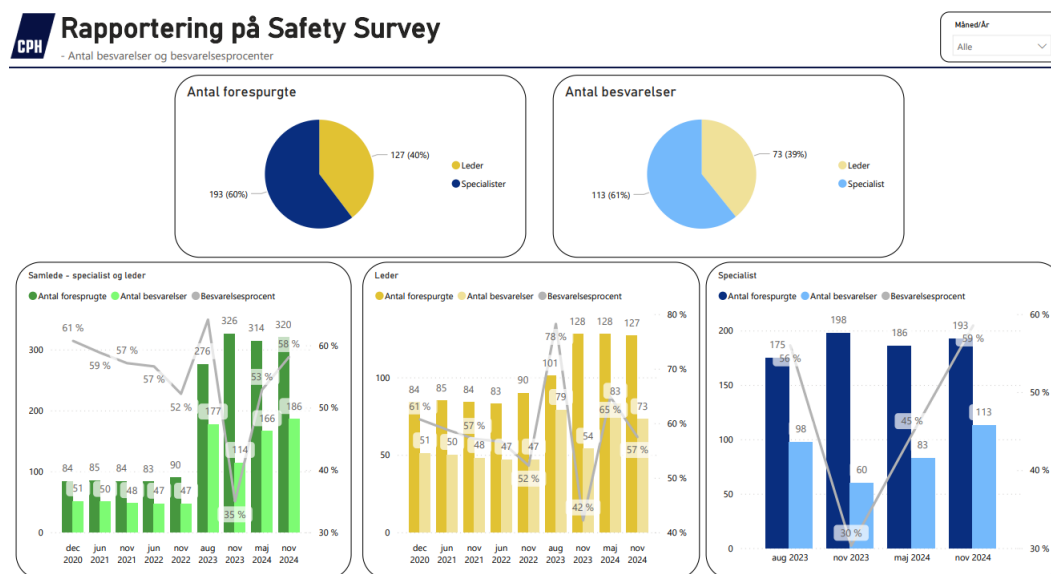
1.4 ANALYSIS

The survey results are visualized in reports using the Microsoft Power BI platform.

Here below are some examples

Example a)

Number of responses and response rates.



Example b)

Compliance with standards:

Have you noticed discrepancies between what is stated in the procedures/instructions/how-to and the way tasks are performed in your department?

