EASYJET’S EXPERIENCE OF OUR FIRST SAFETY CULTURE SURVEY

Future Sky Safety Public Workshop, 2017
Siân Blanchard and David Cross
SOMETHING ABOUT US...

➢ WHAT WE DO:
We are a low-cost European point-to-point short-haul airline.

➢ OUR AMBITION:
Remains to be Europe’s preferred short-haul airline.

➢ OUR CAUSE:
Is to make travel easy and affordable.

73m passengers
870+ routes
138 airports
251 aircraft
31 countries
24 bases
Future Sky Safety

Optimising the collective safety culture of the European aviation industry

- **Opportunity:** Each part of the aviation system has its own safety culture, but there are likely to be vulnerabilities and blind spots that may lead to safety issues.
- **Solution:** Raise awareness of own safety culture strengths and weaknesses and develop different ‘ways of thinking and doing safety’.
- **Method:** Use Safety Culture survey and ‘stack workshops’ to work collaboratively on solutions.
THE LUTON ‘STACK’ PARTICIPATING COMPANIES

Air Traffic Control
Airlines
Airports
Aircraft engineers
A TOTAL SYSTEMS APPROACH

- Flight Operations
- Cabin Safety
- Ground Operations
- Engineering and Maintenance
- Operations Control Centre
- Crew Supply Chain
- Operations Risk
THE FUTURE SKY SAFETY METHODOLOGY

Safety Culture Survey → Internal Workshops → Stack Workshops

- Promote
- Interpret data
- Identify trends
- Operation staff
- Managers
- Work together

Thank you to our workshop facilitators
EASYJET SAFETY CULTURE: HIGHLIGHTS

Core strengths
- Commitment to safety
- Commitment to each other
- Strong Just Culture
- Strong reporting culture
- An appetite for safety learning
- Strong team working spirit

Opportunities for improvement
- Fatigue/instability of the roster
- Wellbeing
- OHS
- Communication
- Training on new procedures

Important hallmarks of a positive safety culture, hard-won, need to be maintained
LTN STACK SAFETY CULTURE: HIGHLIGHTS

Core strengths
➢ Demonstrating trust and fairness
➢ Strong commitment to safety
➢ Airline Safety meetings
➢ Rewarding positive safety
➢ Common branding via the ‘We are Safety’ campaign
➢ Communication & learning down to ‘shop-floor’

Opportunities for improvement
➢ Joined-up safety approach – focus on the real issues
➢ Common approach for Ground Ops
➢ Airport Collaborative Decision Making
➢ Safety communication
➢ Organisation of safety roles across the system
➢ More proactive engagement
➢ Shared understanding of operations and risks at the interface
How did the Stack Workshop work?

<table>
<thead>
<tr>
<th>Individual</th>
<th>Operational</th>
<th>Management</th>
<th>Cultural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airline</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Org A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>System-wide</th>
</tr>
</thead>
</table>
WHAT WE ARE DOING AT EASYJET

➢ Developing an action plan
  ▪ easyJet Luton
  ▪ easyJet network-wide
  ▪ The stack – working with our partners

➢ Expanding approach to include other bases

➢ Core values can remain the same but there can be variations

➢ Some initiatives include:
  ▪ Pilot Peer Support Programme
  ▪ Independent review of fatigue
  ▪ Schedule and roster – more stability
  ▪ More collaboration on new procedures in the flight deck
  ▪ Human Factors training for safety managers
  ▪ OHS training for base and line maintenance
  ▪ ‘Day in the life’ experience days
  ▪ And more!
WHAT WE ARE DOING TOGETHER
AN AWARENESS THAT RUNS THROUGH ALL OF US

We are proud to launch We Are Safety, a new initiative to further raise awareness of aviation safety standards.

By working as a team of companies, we can achieve far more together.

Join us and help improve safety in our industry.

Be the experience. Be safety. We are safety.
Harmonisation of Ground Handling Standards

- Ground handling standards have become too complex
- An opportunity to harmonise ground handling standards across the industry
- LLA is taking the lead and implementing the IATA IGOM as the airport standard for operations in with which all stakeholders will comply

The Benefits
- Improving safety through the adoption of common procedures
- Simplification of training requirements
- Harmonisation of standards
- Reduction of complexity for frontline staff
- Reduction in the requirement for multiple airline Ground Operations Manuals (GOMs)
GROUND SERVICE EQUIPMENT POOLING

> LLA implementation of Ground Service Equipment (GSE) pooling
> Logical choice to begin the process of standardising ground service operations
> Promotion through the GHOST ‘We Are Safety’ campaign
> Reinforces the collaborative approach to safety at LLA and in leading a new industry standard.
UK AIRPORTS SAFETY WEEK

The Airport Operators Association (AOA) “UK Airports Safety Week”

Objective is to demonstrate a collaborative UK airports’ commitment to safety achievement, innovation, development and learning.

Raise awareness, educate and improve knowledge and enthusiasm for safety:
- Airfield and topography
- Air traffic control
- Fire Service
- Airlines
- Ground handlers
- Construction site safety
REFLECTIONS

- Pioneering step in safety culture in aviation system
- Developing metrics to measure the impact
- Improved safety = improved efficiency
- Need support from regulators and trade associations to make world wide standards freely available
- Opens up communication channels
- Participation proportionate to risk level associated with their operation and activity
- Needs top-down support to sustain change
- Embed safety culture into day to day behaviours – this needs to include OHS
- The safety culture process itself improves safety culture

We would like to thank the Future Sky Safety team
THANK YOU

Sian.Blanchard@easyjet.com
David.Cross@easyjet.com