

# 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:

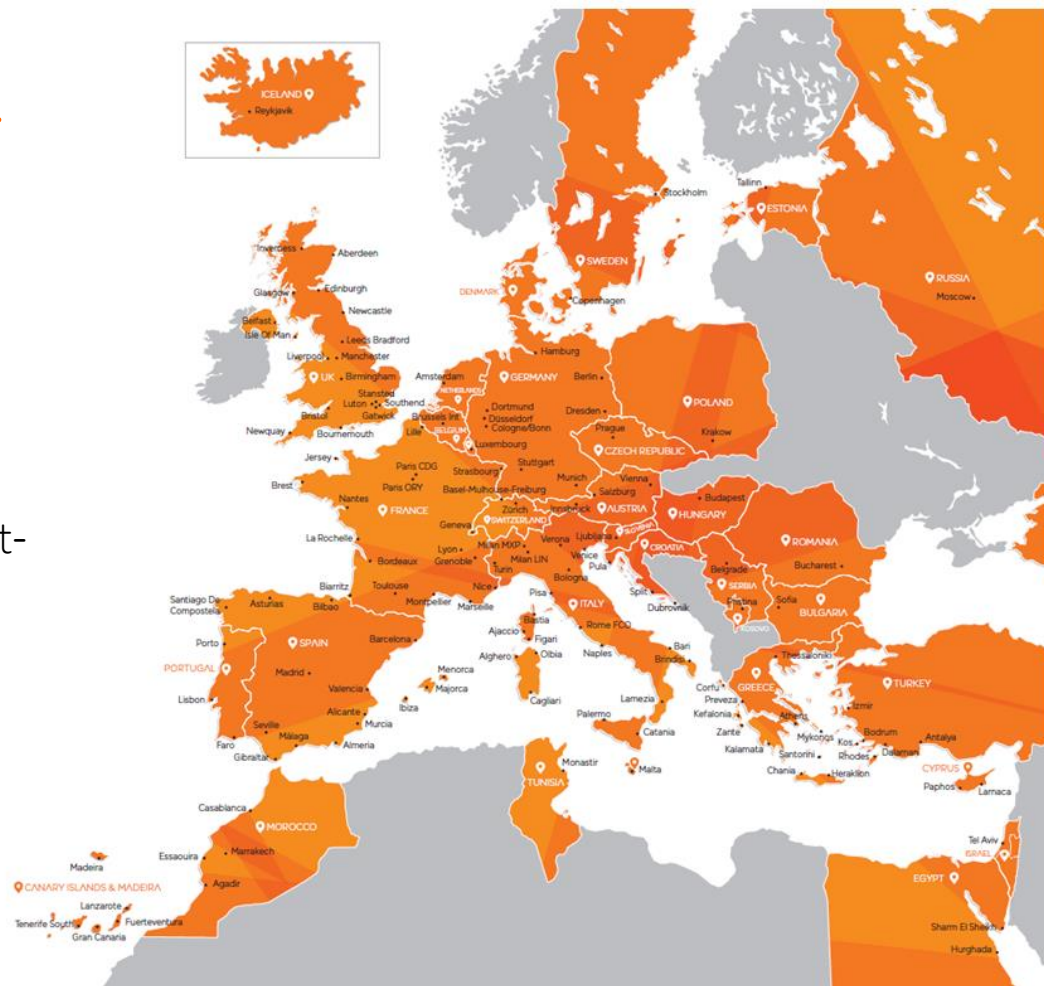
We are a low-cost European point-to-point short-haul airline.

## > OUR AMBITION:

Remains to be Europe's preferred short-haul airline.

## > OUR CAUSE:

Is to make travel easy and affordable.



73m  
passengers

870+  
routes

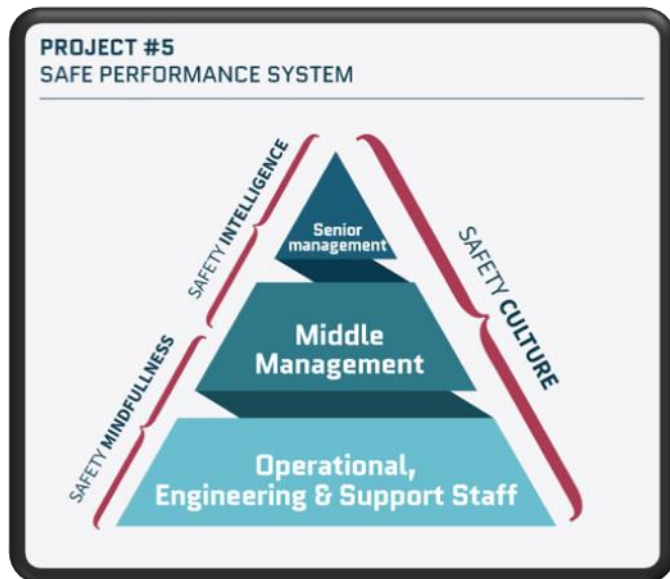
138  
airports

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

**NATS**

**easyJet**



London Luton Airport

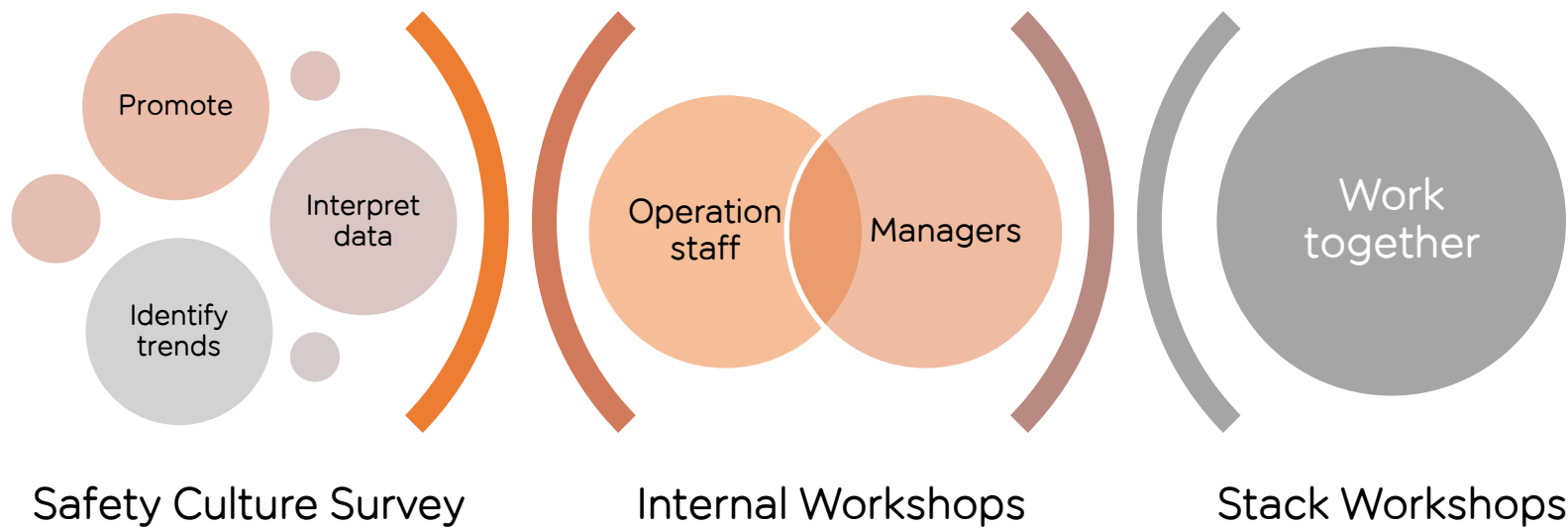


# A TOTAL SYSTEMS APPROACH

- > Flight Operations
- > Cabin Safety
- > Ground Operations
- > Engineering and Maintenance
- > Operations Control Centre
- > Crew Supply Chain
- > Operations Risk



# THE FUTURE SKY SAFETY METHODOLOGY



THE LONDON SCHOOL  
OF ECONOMICS AND  
POLITICAL SCIENCE ■



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
- 
- > Important hallmarks of a positive safety culture, hard-won, need to be maintained

## Opportunities for improvement

- > Fatigue/ instability of the roster
- > Wellbeing
- > OHS
- > Communication
- > Training on new procedures



# LTN STACK SAFETY CULTURE: HIGHLIGHTS

## Core strengths

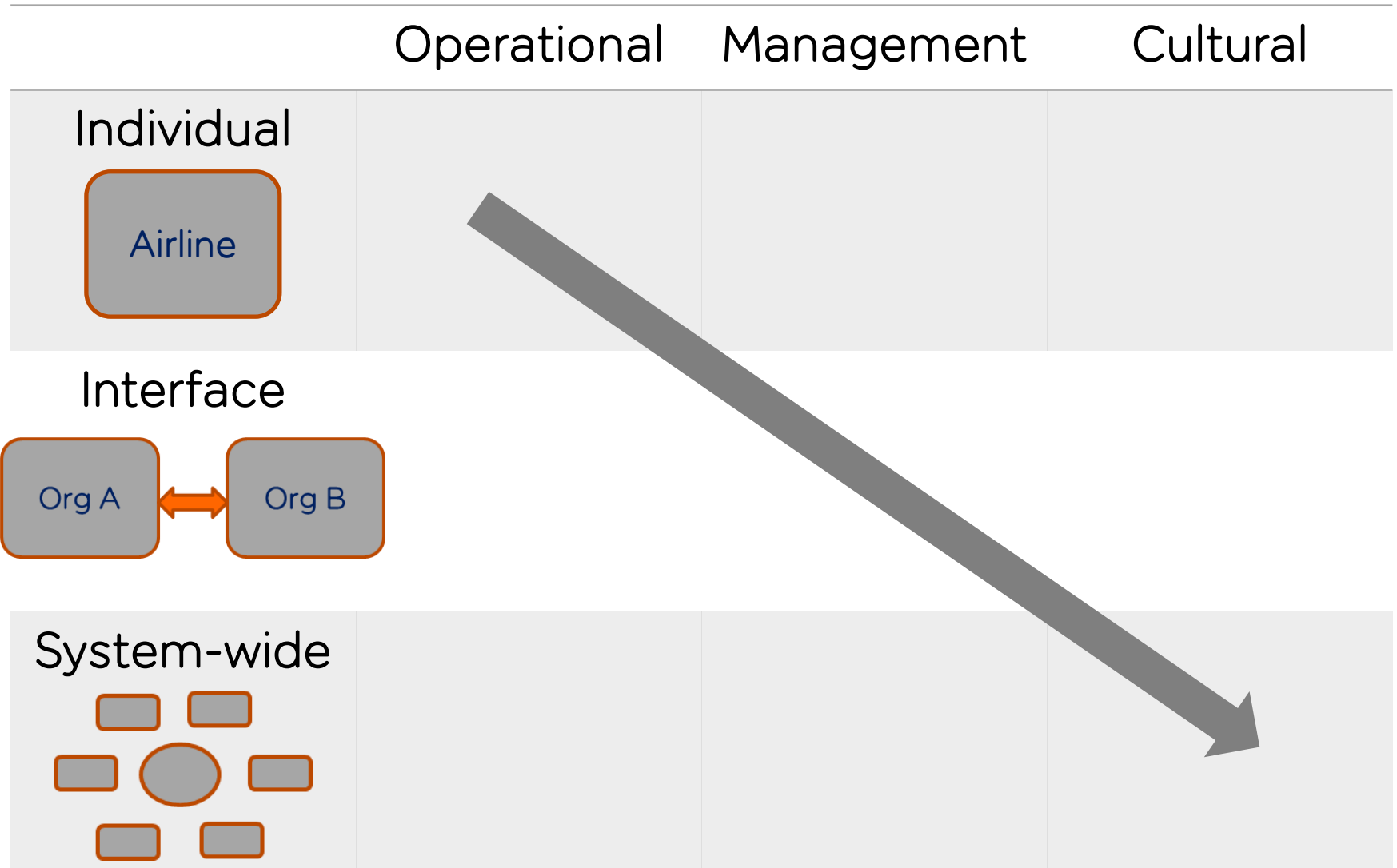
- > Demonstrating trust and fairness
- > Strong commitment to safety
- > Airline Safety meetings
- > Rewarding positive safety
- > Common branding via the 'We are Safety' campaign
- > Communication & learning down to 'shop-floor'



## Opportunities for improvement

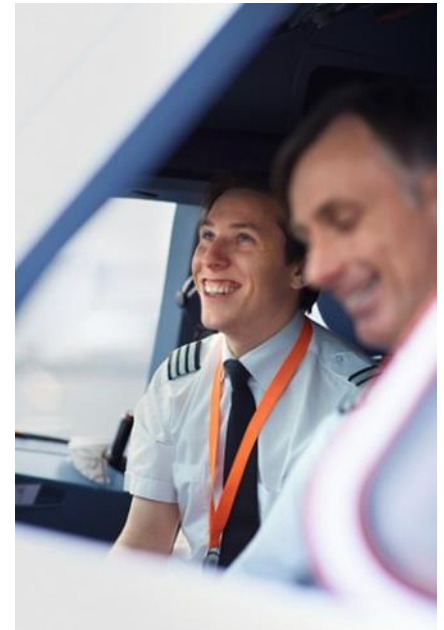
- > Joined-up safety approach – focus on the real issues
- > Common approach for Ground Ops
- > Airport Collaborative Decision Making
- > Safety communication
- > Organisation of safety roles across the system
- > More proactive engagement
- > Shared understanding of operations and risks at the interface

# HOW DID THE STACK WORKSHOP WORK?

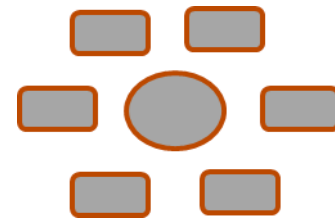


# WHAT WE ARE DOING AT EASYJET

- > 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



Adam Simonson

gategourmet

a gategroup member

David Cross

easyJet

Jason Sandever



gategroup™

# WE ARE SAFETY

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.

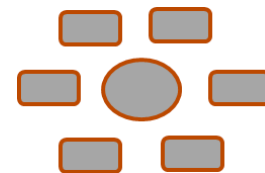
By working as a team of companies, we can achieve far more together.

Join us and help improve safety in our industry.

**Be** the experience. **Be** safety. We **are** safety.

JUST  
CULTURE

# 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



London Luton Airport



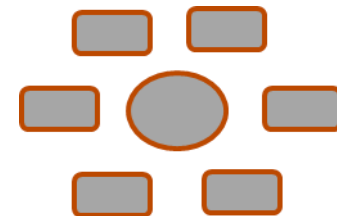
## > The Benefits

- 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)

**easyJet**



# GROUND SERVICE EQUIPMENT POOLING

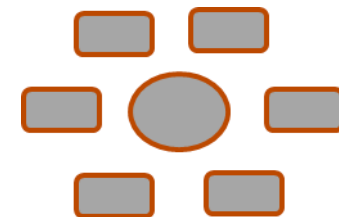


- > LLA implementation of Ground Service Equipment (GSE) pooling
- > Logical choice to begin the process of standardising ground service operations
- > Promotion through the GHOST 'We Are Safety' campaign
- > Reinforces the collaborative approach to safety at LLA and in leading a new industry standard.



**WE ARE  
SAFETY**

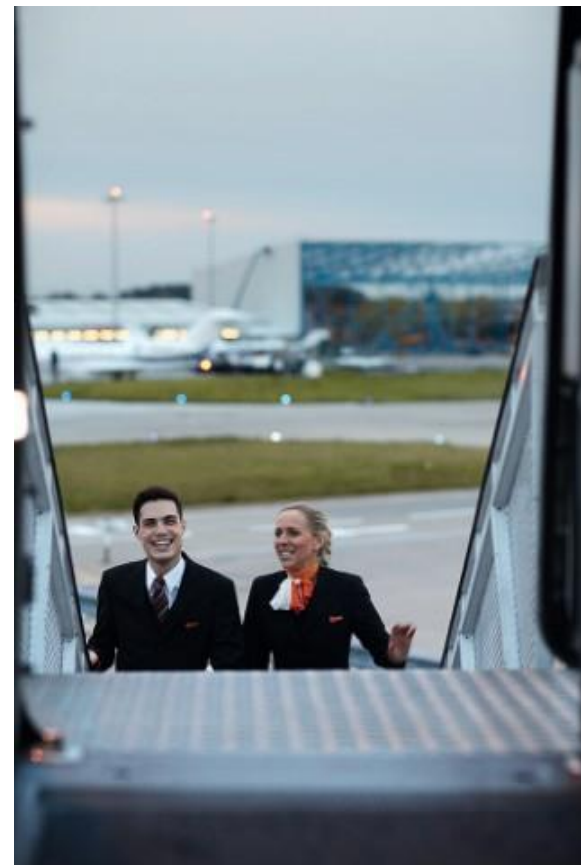
# UK AIRPORTS SAFETY WEEK



- > 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
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- > We would like to thank the Future Sky Safety team



# THANK YOU

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