STATE OF KUWAIT
Directorate General of Civil Aviation

دولة الكويت
الإدارة العامة للطيران المدني

Date : 2020/05/20 التـــاريـخ :

Ref : 2020-44/ASD/41 الإشـارة :

SAFETY INFORMATION NOTICE – 07/2020

Attn: The State of Kuwait AOC & POC Holders

SUBJ.: OPERATIONAL "HUMAN FACTOR" RISKS LINKED TO THE COVID-19 CRISIS

This Safety Information Notice is to provide **recommendations** to the Kuwaiti Air Operator Certificate holders and Private Operator Certificate holders, in order to support all Operators for the associated necessary change management. It aims to help increase awareness and to make the identification of possible hazards easier by providing non exhaustive examples of points considered at risk in view of the COVID-19 crisis.

Kindly find the attached "Safety Information Notice No. 3497-S-00", published by Airbus. This document is not designed to be exhaustive and Operators are encouraged to adapt it to their tasks and local conditions. Although this guidance has been developed by Airbus Helicopters, **it could be used for all flight operations.**

The Kuwait DGCA highly appreciates all our Operators continuous cooperation and we will keep you updated with the latest recommendations if and when necessary.

Sincerely,

DEPUTY DIRECTOR GENERAL
for Aviation Safety , Aviation Security & Air Transport Affairs

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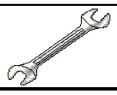
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No. 3497-S-00

SAFETY INFORMATION NOTICE

SUBJECT: GENERAL

Operational "human factor" risks linked to the COVID19 crisis

For the attention of	
	

AIRCRAFT CONCERNED	Version(s)	
	Civil	Military
EC120	B	
AS350	B, BA, BB, B1, B2, B3, D	L1
AS550		A2, C2, C3, U2
AS355	E, F, F1, F2, N, NP	
AS555		AF, AN, SN, UF, UN, AP
EC130	B4, T2	
SA365 / AS365	C1, C2, C3, N, N1, N2, N3	F, Fs, Fi, K, K2
AS565		MA, MB, SA, SB, UB, MBe
SA366		GA
EC155	B, B1	
SA330	J	Ba, L, Jm, S1, Sm
SA341	G	B, C, D, E, F, H
SA342	J	L, L1, M, M1, Ma
ALOUETTE II	313B, 3130, 318B, 318C, 3180	
ALOUETTE III	316B, 316C, 3160, 319B	
LAMA	315B	
EC225	LP	
EC725		AP
AS332	C, C1, L, L1, L2	B, B1, F1, M, M1
AS532		A2, U2, AC, AL, SC, UE, UL
EC175	B	
EC339		KUH/Surion
BO105	C (C23, CB, CB-4, CB-5), D (DB, DBS, DB-4, DBS-4, DBS-5), S (CS, CBS, CBS-4, CBS-5), LS A-3	CBS-5 KLH, E-4
MBB-BK117	A-1, A-3, A-4, B-1, B-2, C-1, C-2, C-2e, D-2, D-2m	D-2m
EC135	T1, T2, T2+, T3, P1, P2, P2+, P3, EC635 T1, EC635 T2+, EC635 T3, EC635 P2+, EC635 P3, T3H, P3H, EC635 T3H, EC635 P3H	

This document is available on the internet: www.airbushelicopters.com/techpub/

AIRBUS

Introduction

The COVID19 crisis has an important impact on all our industry's usual ways of working. Our industry is undergoing a change imposed by a large number of external factors, which have the potential to negatively affect our processes, procedures, organization and, as a result, our safety barriers.

To identify as soon as possible any danger induced by this new situation and to limit the consequences, it is recommended to perform a proper change management exercise. This document is based on such exercise performed within Airbus Helicopters.

The purpose of this Safety Information Notice is to support all operators for the associated necessary change management. It aims to help increase awareness and to make the identification of possible hazards easier by providing non exhaustive examples of points considered at risk in view of the COVID19 crisis.

This first step will help operators set up the necessary measures to counter these hazards. This document is not designed to be exhaustive and operators are encouraged to adapt it to their tasks and local conditions.

For organizations that have deployed a Safety Management System, change management is supported in that frame. Risks identified in the change management will be highlighted to the SMS manager or organization management.

HOW TO?

The analysis is structured as per the following areas:

1. Information & Communication
2. Individual Factors
6(Supervision / Management
4. Organization & Environment
8(Ground Support Equipment / Tools
6. Supplier Management

Detailed factors, possible consequences and safety barriers by area are listed on the following pages. This document mostly targets maintenance, training and flight line activities. However, the content can also be applicable to and relevant for other functions.

We recommend organizing reviews by involving a panel of experienced employees from different functions and with different responsibilities to collect input from different perspectives.

We are very keen to receive feedback. You can reach us at contact.aviationsafety.ah@airbus.com

1. HAZARDS LINKED TO INFORMATION AND COMMUNICATION

Detailed factors4

Availability/Accessibility, too much or conflicting information, unsatisfactory communication between shifts, between maintenance crew and leadership and staff on customer site.

Possible consequences4

- The COVID19 crisis can have an impact on the availability of necessary information to perform the work on aircraft.
- The crisis mode can have an impact on the individual acceptance of non-availability of information and the readiness to work without it.
- Reduced communication can lead to errors and incidents.
- COVID19 sanitary measures will heavily influence the planning and organization of workshops.
- Sanitary measures such as distancing or segregation will separate instead of federating, which will have an impact on the communication and the briefing between shifts.
- The use of shared communication means and routines can decrease during this sanitary crisis.

Safety barriers4

- Keep good work practices. If a problem is detected or if you have any doubt, apply the STOP & FIX principle and report it.
- Take time to communicate. Top management must remind that priority is given to Flight Safety and Safety of operations.
- Repeat important messages, use checklists.
- Adapt or even increase the communication you are used to do (in normal times).
- Also take advantage of new and alternative communication means, if possible.
- Respect Health, Safety & Environment (HSE) related recommendations.
- Follow mandatory routines.

2. HAZARDS LINKED TO INDIVIDUAL FACTORS

Detailed factors4

Task distraction/interruption, workload/task saturation, instructions or requirements not followed, personal events (e.g. family problems).

Possible consequences4

- Task interruptions will certainly increase due to the special and new context.
- Missing parts can lead to increased cannibalization. Thus, a good traceability of all actions at the level of reception and the donor aircraft is key for flight safety.

Safety barriers4

- Follow the processes and standards.
- Be patient if there are delays, no excessive pressure.
- Involve experienced staff.
- Check if recently established safety barriers have well been integrated in the day-to-day routines.
- Keep an eye on the family situation of your staff as this will occupy more and more the minds of everyone.
- Be aware that mental state and concentration can be reduced.
- Adopt zero tolerance for wrong behaviors and wrong ways of working.
- Optimize team skills, create mixed teams of experienced and new staff.
- Take advantage of your experienced staff who is used to work in unusual situations (e.g. troubleshooting).
- Dedicate a special slot in your regular meetings to have your staff describe their family situation.

We want to highlight for instance the useful posters created by the Australian DoD, "Distracted" and "Preoccupied". LINK

3. HAZARDS LINKED TO SUPERVISION AND MANAGEMENT

Detailed factors4

Staff skills not adapted to job requirements, planning/organization of activities, prioritization of work and level of supervision.

Possible consequences4

- Management has a non-negligible impact on Human Factor-related occurrences.
- The COVID19 crisis will influence the planning and organization of activities and affect the availability of all levels of management.
- Excessive pressure can lead to shortcuts and expose to risks and errors.
- Zero identified errors can be an indication that detection is not sufficient.

Safety barriers4

- Increased vigilance is necessary in all activities since protective barriers can be weakened by the COVID19 crisis.
- Realistic task planning based on experience and qualification is the most effective prevention to fight the crisis.
- Allow additional time to cover unforeseen last-minute issues.
- Have close contact to employees to identify personal issues and limitations such as stress, fatigue.
- External staff planned to reinforce the workforce, if needed, will have to be checked for training and qualification status.
- Be aware of the appearance of errors and identify them early.
- Know the morale and spirit of employees and encourage them when necessary.
- Be aware that other entities also work under pressure.

4. HAZARDS LINKED TO ORGANIZATION AND ENVIRONMENT

Detailed factors4

Work procedures and standards not followed/not traced on organizational level. Environment with cleaning and decontamination which can adversely affect flight safety.

Possible consequences4

- The COVID19 context can increase the latent risk of not tracing activities and not fully complying with processes.
- Workload and personal factors can increase pressure, stress and fatigue.
- New routines due to decontamination will introduce the use of products that have not been used before.
- Decontamination activities can introduce staff in workshops that is not used to work in an aeronautical environment or on aeronautical products. By their actions, they can involuntarily damage a component, a part or a control. They can also unwittingly cause FOD.

Safety barriers4

- Strong and regular communication on the company's safety policy and correct compliance with company processes to protect employees and customers.
- Back to basics, no shortcuts! Processes must always be followed!
- No pressure due to time delay!
- Every morning, daily cross-checks for systemic risks in the organization. For instance as an exchange between the flight crew members and the SMS manager/FSO. The goal is to identify overlooked items or errors in systemic risk assessments to react as quickly as possible and adapt other safety barriers.
- Cleaning / Decontamination:
  - (Systematically check if cleaning means are approved for aeronautical use.
  - (Also refer to Information Notice No. 3476-I-12 revision 1 SERVICING: Disinfection of the Helicopter Interior and the External handles
  - (Consider compliance with Information Notice No. 3492-I-25: Isolation between Cockpit and Passenger Compartment.
  - (Correctly inform and coach all new and external staff in charge of decontamination and cleaning.
  - (Check the workspace and aircraft when cleaning operations are completed.

5. HAZARDS LINKED TO GROUND SUPPORT EQUIPMENT / TOOLS

Detailed factors4

Tools out of calibration.

Possible consequences4

- Service providers will also be affected by the crisis. It is possible that routine "deliverables" can no longer be delivered.
- Caution with the temptation of using expired tooling.

Safety barriers4

- Check the validity of every tool requiring calibration before use.
- Do not only rely on the tool calibration service.

6. HAZARDS LINKED TO SUPPLIERS

Detailed factors4

Supplier control and communication, cleanliness, impact of organization decisions/COVID19 on suppliers, workforce availability.

Possible consequences4

- Suppliers will also be affected by the crisis. The risks identified internally can identically affect the suppliers.
- The COVID19 crisis can increase the risk of reduced ability to maintain the supplier control process.

Safety barriers4

- Keep close and constant communication with suppliers.
- Ask each supplier (emphasis on critical ones) to communicate on their situation.
- Maintain the usual level of "Incoming Inspections". If a problem occurred, apply Stop and Fix.
- Perform the logistics provider monitoring program for both "Incoming" and "Outgoing" operations.