



DEMOCRITUS  
UNIVERSITY  
OF THRACE

2<sup>ND</sup> INTERNATIONAL CONFERENCE  
INTERMODAL TRANSPORTS:  
INNOVATIONS IN PLANNING MANAGEMENT  
BUSINESS DEVELOPMENT DECISION MAKING,  
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# OCCUPATIONAL HEALTH AND SAFETY IN AIR NAVIGATION SERVICES

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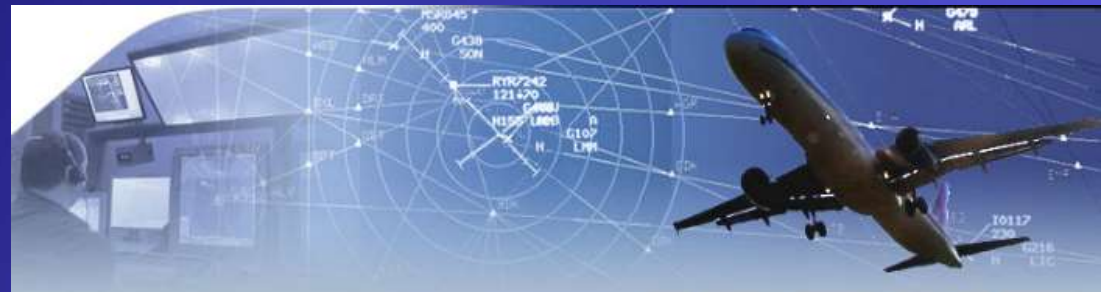
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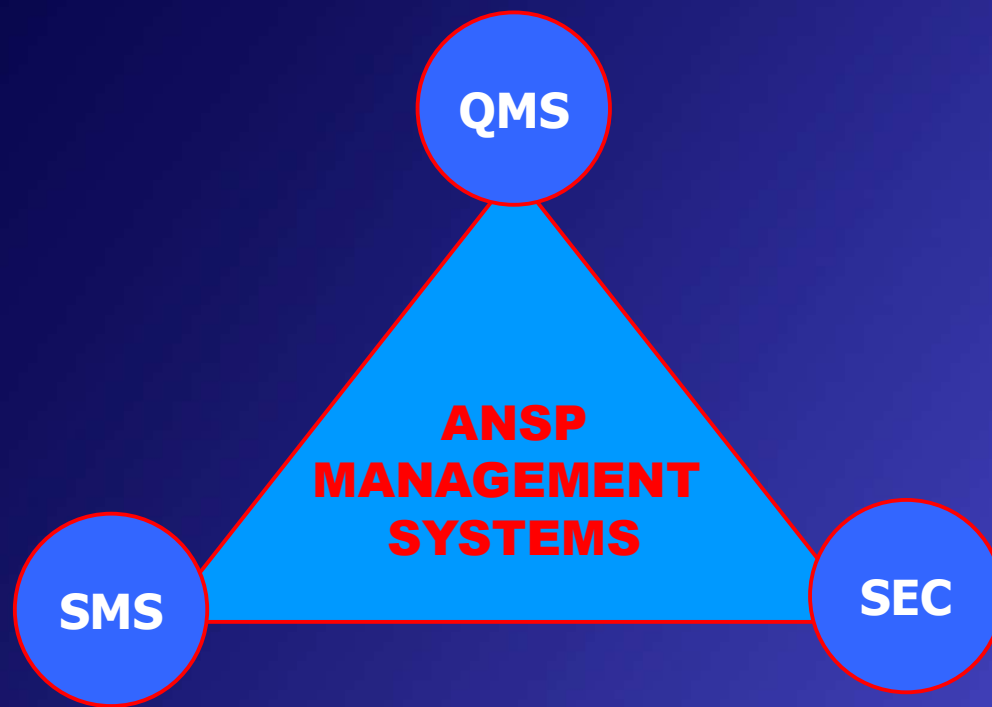


# PROJECT OBJECTIVE

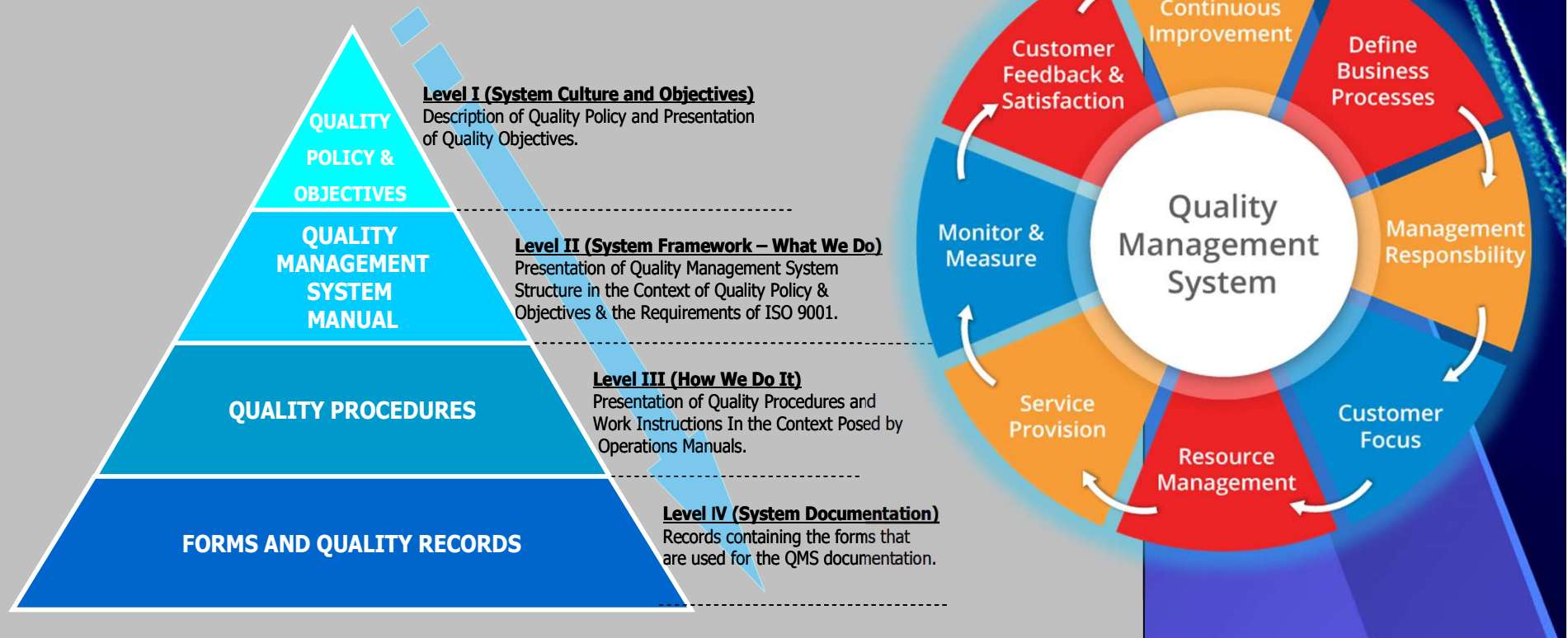
- Improvement of the quality of Air Traffic Services (ATS) operational framework, by the development and implementation of **a modern & custom made Occupational Health Management System**.
- Implementation and integration of modern **Quality and Safety Management Systems** in the operational system of the Hellenic ANSP.



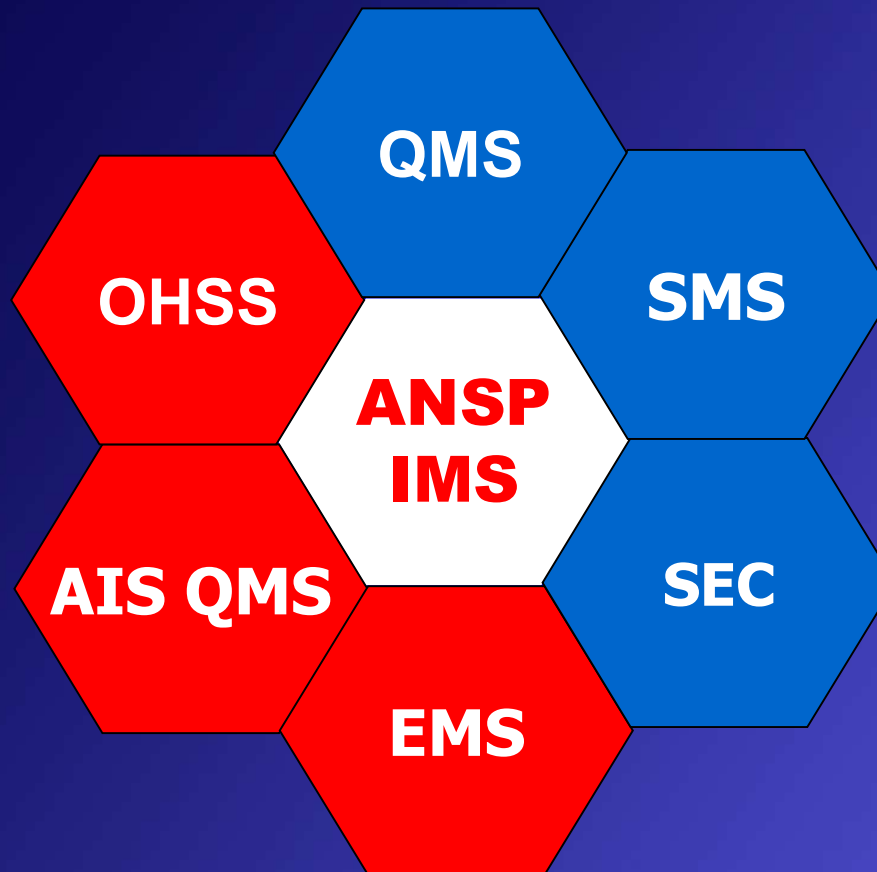
# ANSP MANAGEMENT SYSTEMS



# STRUCTURE OF ANSP QMS



# ANSP INTEGRATED MANAGEMENT SYSTEM



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# OCCUPATIONAL HEALTH & SAFETY (OHS)

“Providing **safe and secure working conditions** for all the employees of an organization”.

**Employee safety issues are very important** not only in working environments but also in every activity within our societies.

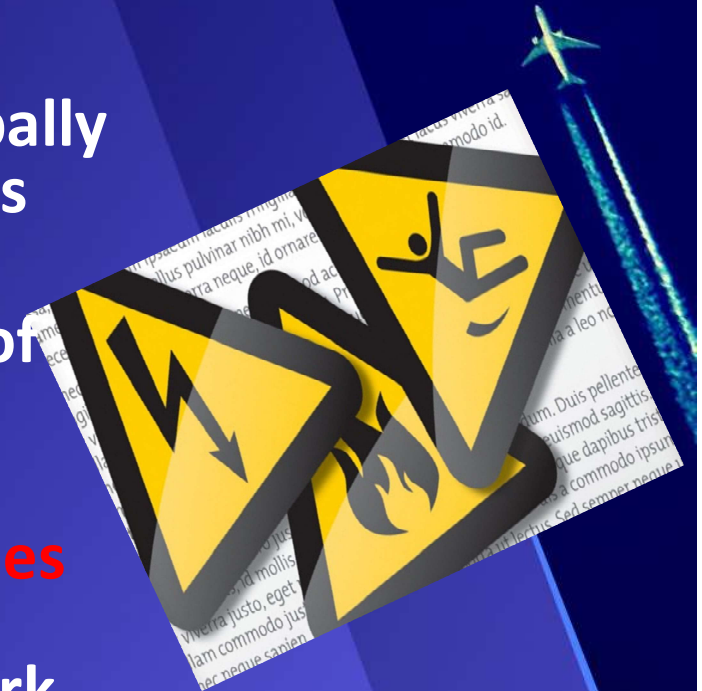
Safety is considered at **two main levels**:

- a) institutional safety and
- b) individual safety.



# OHS STATS FROM ILO (2017)

- **2.78 million workers lose their lives** globally every year due to work-related accidents and diseases,
- **7,600 workers die every day** as a result of occupational accidents or work-related diseases.
- **374 million non-fatal work-related injuries and illnesses each year**, many of these resulting in extended absences from work.
- **3.94% of the world's GDP is lost** due to work-related accidents and diseases.



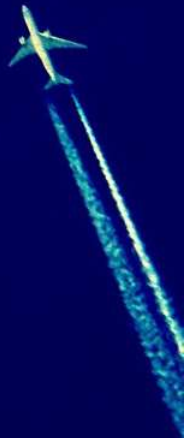


# OHS: OBJECTIVE & PHILOSOPHY



**OHS focuses in reducing employee errors** which could be triggered by the work environment & conditions.

OHS does not treat accidents as performance errors rather **it tries to identify basic sources that lead in the errors.**



# OHS MAIN CHARACTERISTICS

- ✓ Management commitment.
- ✓ Employee involvement.
- ✓ Hazard identification & control.
- ✓ Training of all personnel.
- ✓ Evaluation & risk management.
- ✓ Continuous improvement.



**Safer work, better lives.**



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# OHSAS STANDARDS

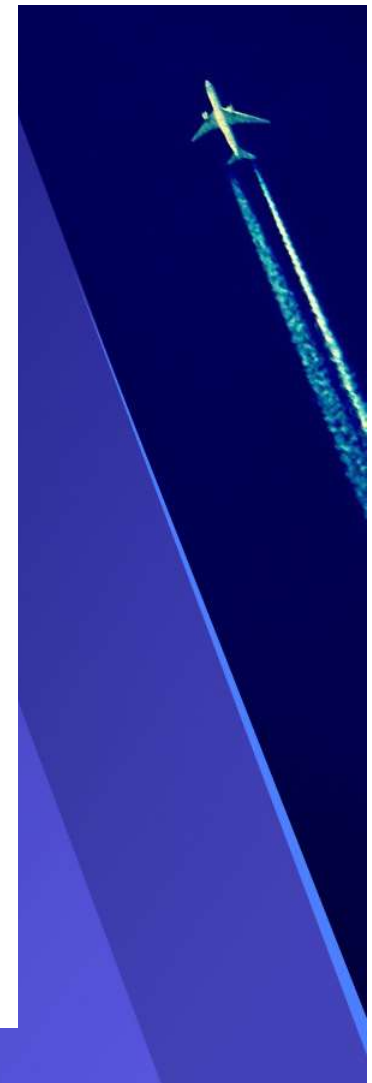
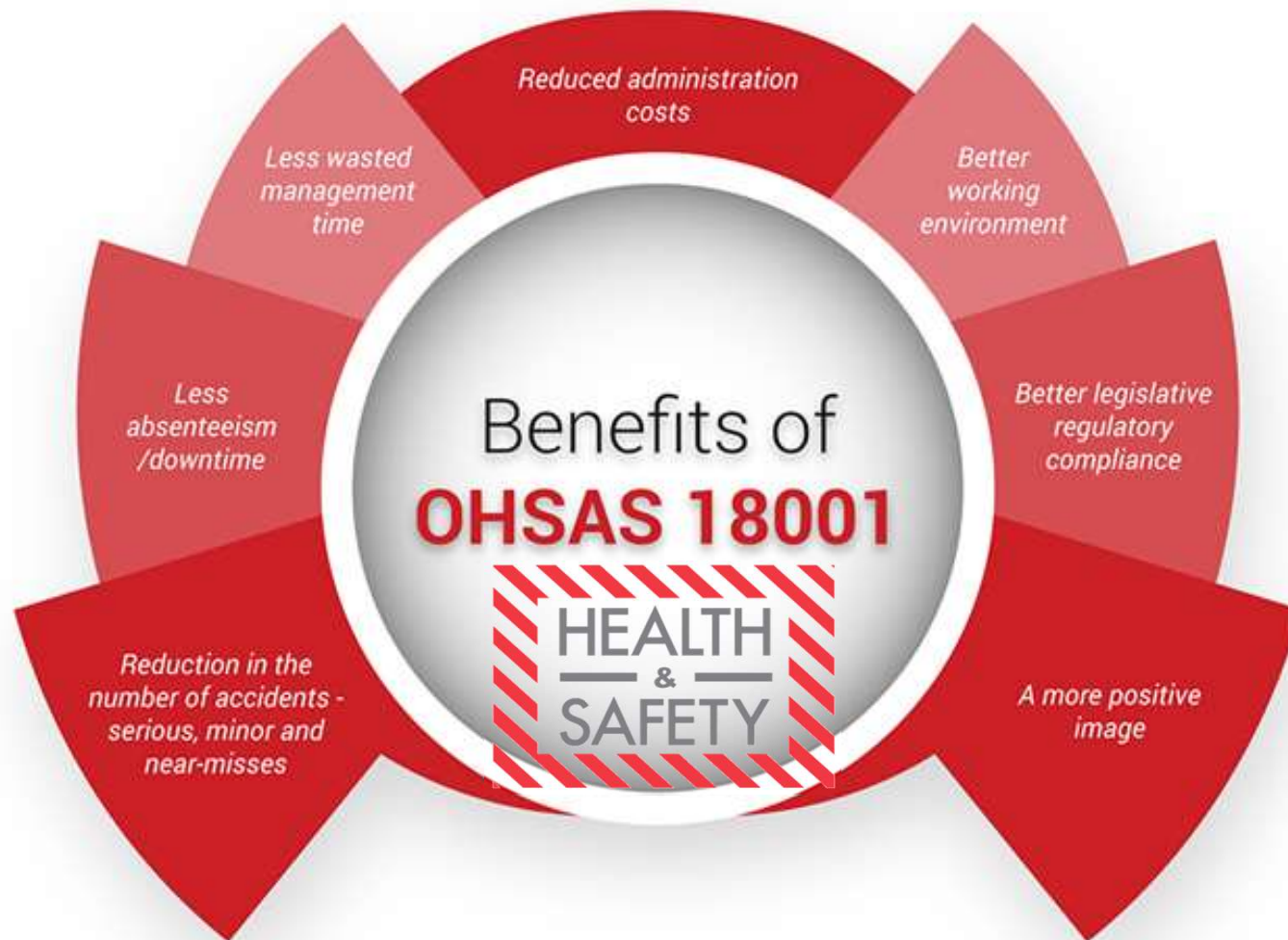
**OHSAS 18001** and **OHSAS 18002** (guidelines for the implementation of OHSAS 18001), have been developed in response to customer demand **for a recognizable OHS management system standard** against which operational systems can be assessed and certified.

OHSAS 18001 has been developed **to be compatible with the ISO 9001: 2000 (QMS) and the ISO 14001: 2004 (EMS)** standards, in order to facilitate the desired integration.



# OHSAS 18001 DEVELOPMENT

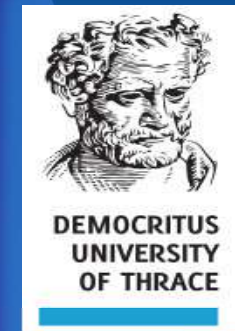






# SURVEY PROJECT: IMPLEMENTATION OF A MODERN OHSS IN ATS OF THE HELLENIC ANSP

- HCAA/GD of ANS.
- Medical School, DUTH / Programme of Health & Safety in Workplaces.
- Development of a framework for the effective implementation of a modern OHSS and stress management in the operational system of the ATS.





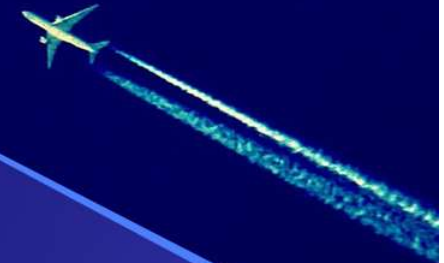
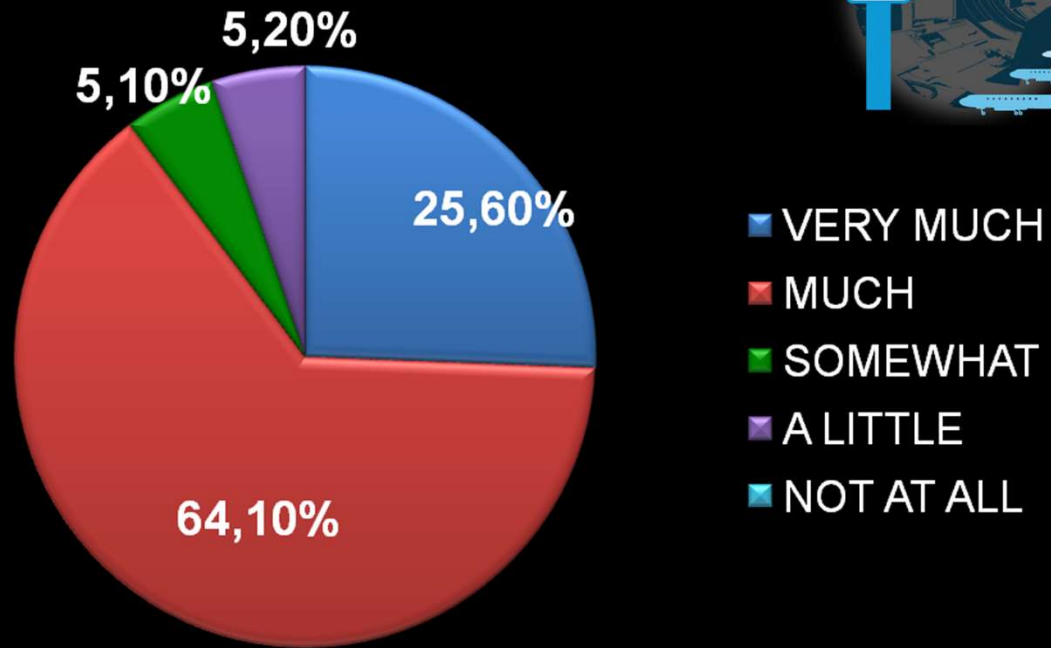
## QUESTIONNAIRE FOR THE SURVEY ON THE PERCEPTION OF OHS IN ATS OF THE HELLENIC ANSP

- **Six parts:** personal data, operational status, workplace conditions / environment, personal health status, perception of occupational health & safety & occupational stress.
- **105 questions:** closed multiple choice or short answers
- **Population:** 580 ATCOs of Hellenic ANSP
- **Survey period:** September - December 2018
- **Software Platform:** Google Forms
- **Answers Received:** 268 (approx. 46% of the population, 31/10/2018)



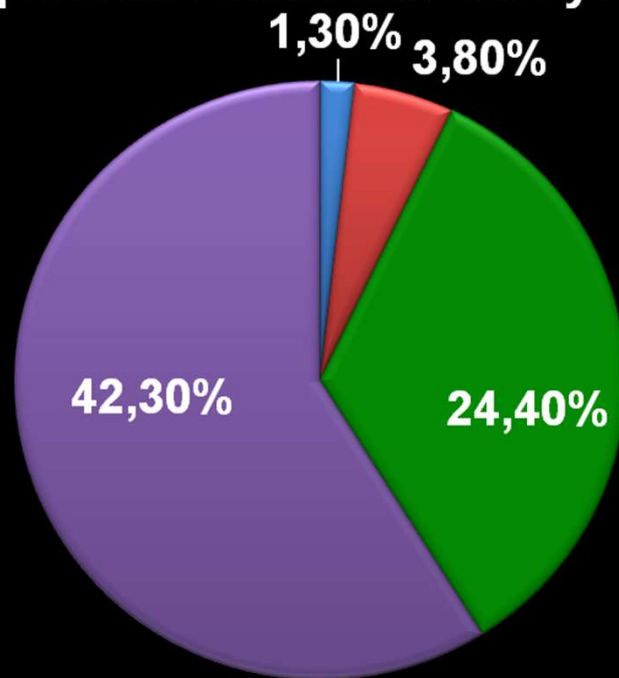
# SURVEY RESULTS: Work Conditions

Have you received proper training for your assigned duties?

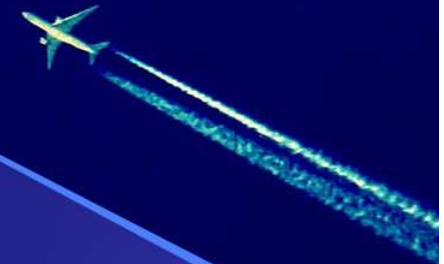


# SURVEY RESULTS: Work Conditions

Have you received training on occupational health and safety?



- VERY MUCH
- MUCH
- SOMEWHAT
- A LITTLE
- NOT AT ALL



# SURVEY RESULTS: Work Conditions

Have you suffered any of the following in your workplace?

NOTHING; 30,70%

UNFAIR TREATMENT;  
56,40%

BULLING; 11,90%

SEXUAL  
HARASSEMENT; 3,00%

INSULT; 32,70%

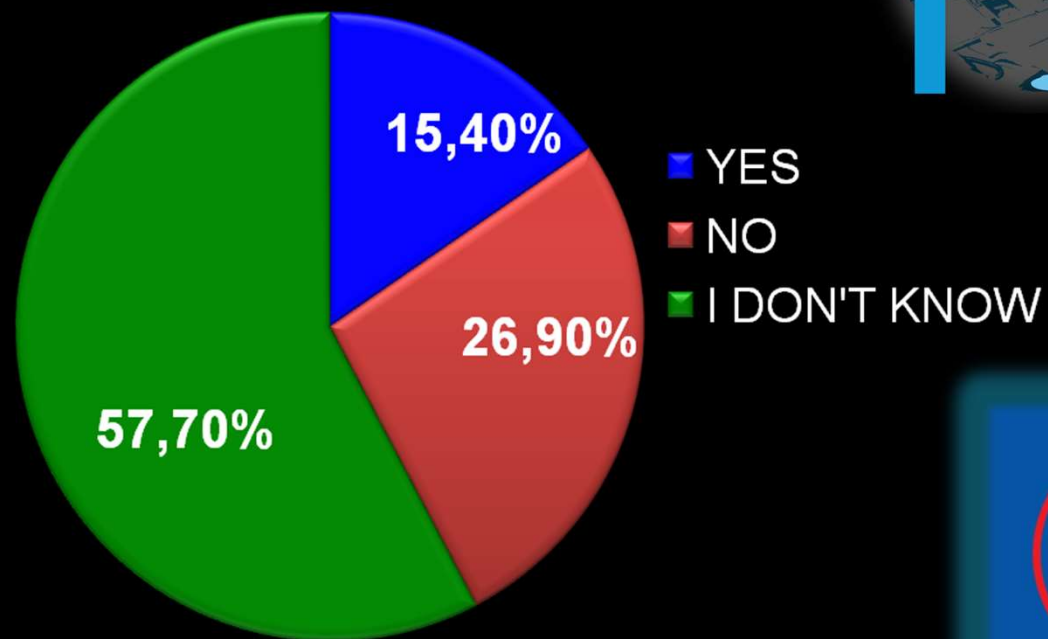
BLACKMAIL; 4,00%

INTIMIDATION; 10,90%



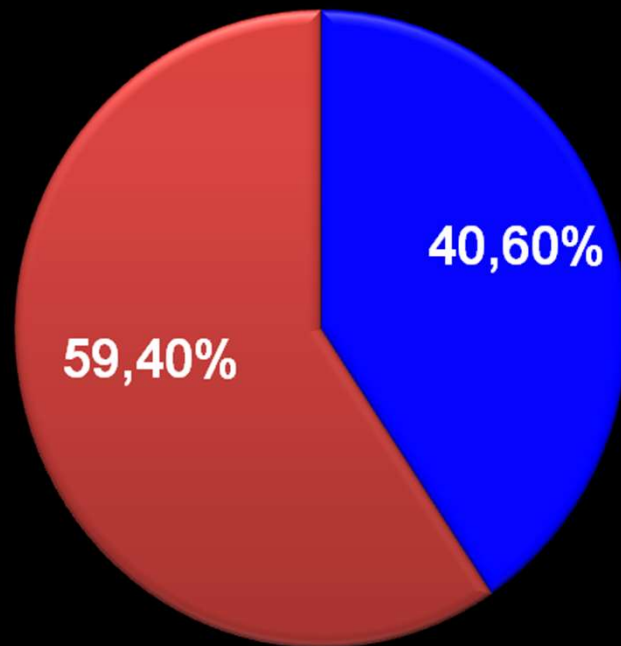
# SURVEY RESULTS: OHS

Does your unit have Occupational Health & Safety System?



# SURVEY RESULTS: OHS

Are you aware of the risks for  
your safety in your workplace?



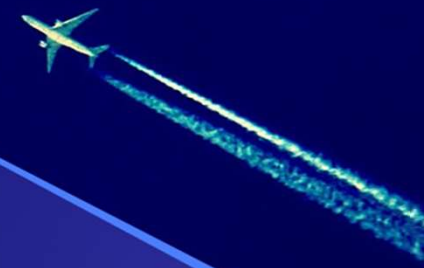
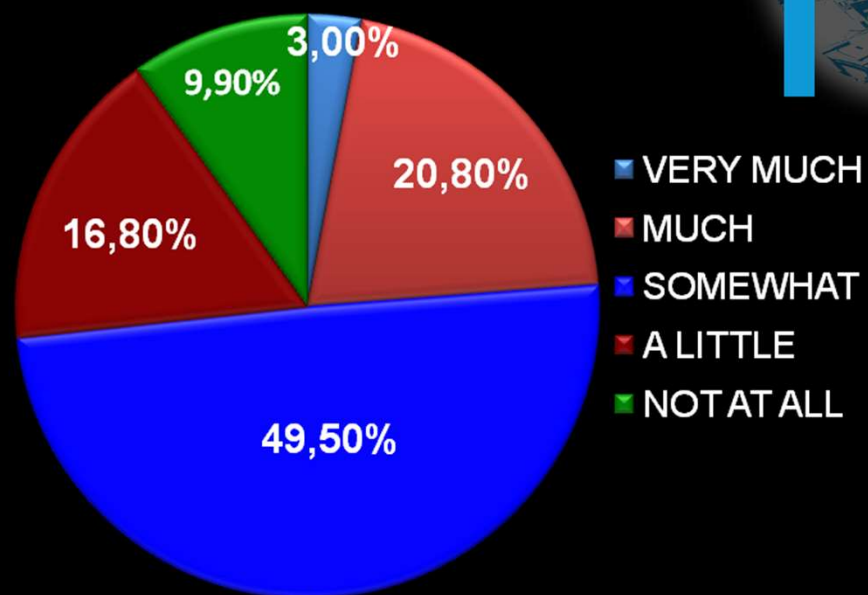
■ YES ■ NO





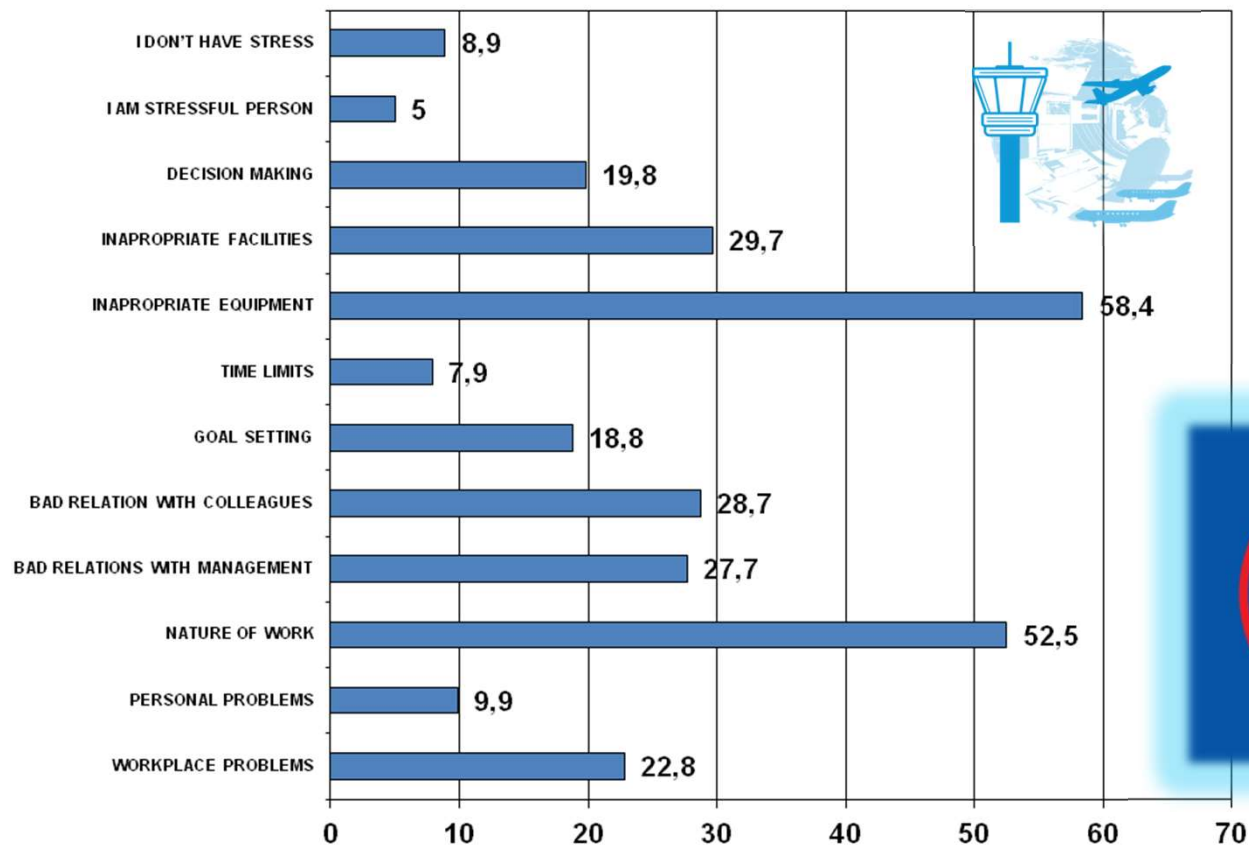
# SURVEY RESULTS: OHS

In your opinion, how safe is your workplace?



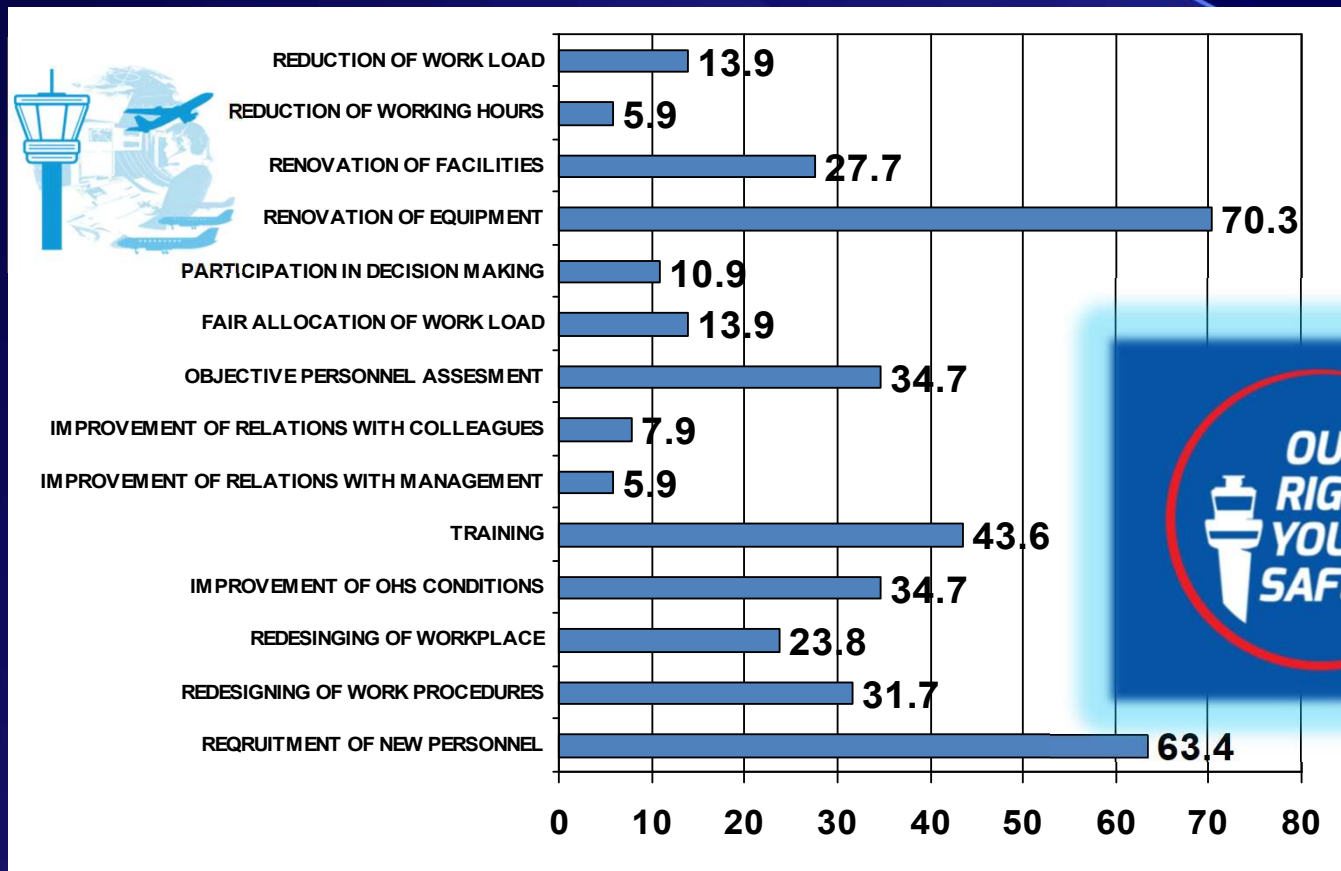
# SURVEY RESULTS: STRESS

Which are the main parameters that cause stress on your work?



# SURVEY RESULTS: STRESS

**In your opinion, which should be the main measures to be taken in order to drastically reduce occupational stress?**



## Key Findings - Policy

- There are significant limitations in **the implementation of OHSS.**
- **Workload** is considered heavy.
- **Facilities & equipment** need to be updated.
- Promote to establish a **motivation oriented policy** to meet operational goals.
- **OHS conditions & training** are considered poor by the vast majority of personnel.
- Management seems to have **effective cooperation with operational personnel** & make serious effort for quality & safety improvement.
- **ATCOs believe that their work is safe** & that operational procedures conform to relative international standards.
- **Operational training** is considered to be at professional level.

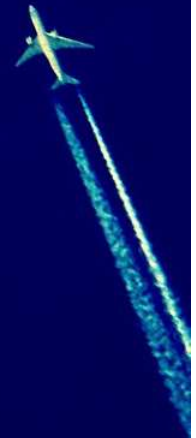


## Discussion

- The vast majority of personnel believes that **OHSS is valuable and operationally efficient.**
- Many workplace problems originate mainly from **poor OHS management conditions.**
- **Stress is recognized as a main problem** for ATCOs & originates from:
  - nature of work,
  - shortage of personnel,
  - increasing workload,
  - outdated equipment, facilities & infrastructure.



# Concluding Remarks



- **OHS is a critical factor** towards efficient management (quality improvement)
  - More research on:
    - QMS performance indicators (KPI)
    - HRM and equipment performance
  - Compare results between ATC units in Europe
  - Guidance by OHS Authorities
- Renovation of equipment and continuous training **are key success parameters.**
- **Effective integration of OHS** with existing systems is of utmost importance and catalyst to corporate viability.





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