



DEMOCRITUS
UNIVERSITY
OF THRACE

2ND 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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- HANSP MANAGEMENT SYSTEMS
- OCCUPATIONAL HEALTH & SAFETY
- OCCUPATIONAL STRESS
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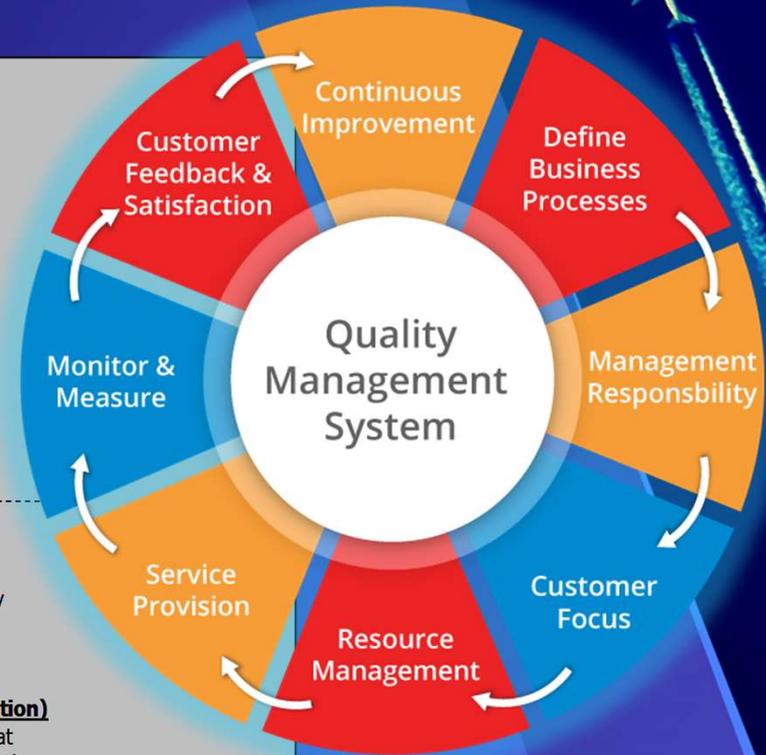
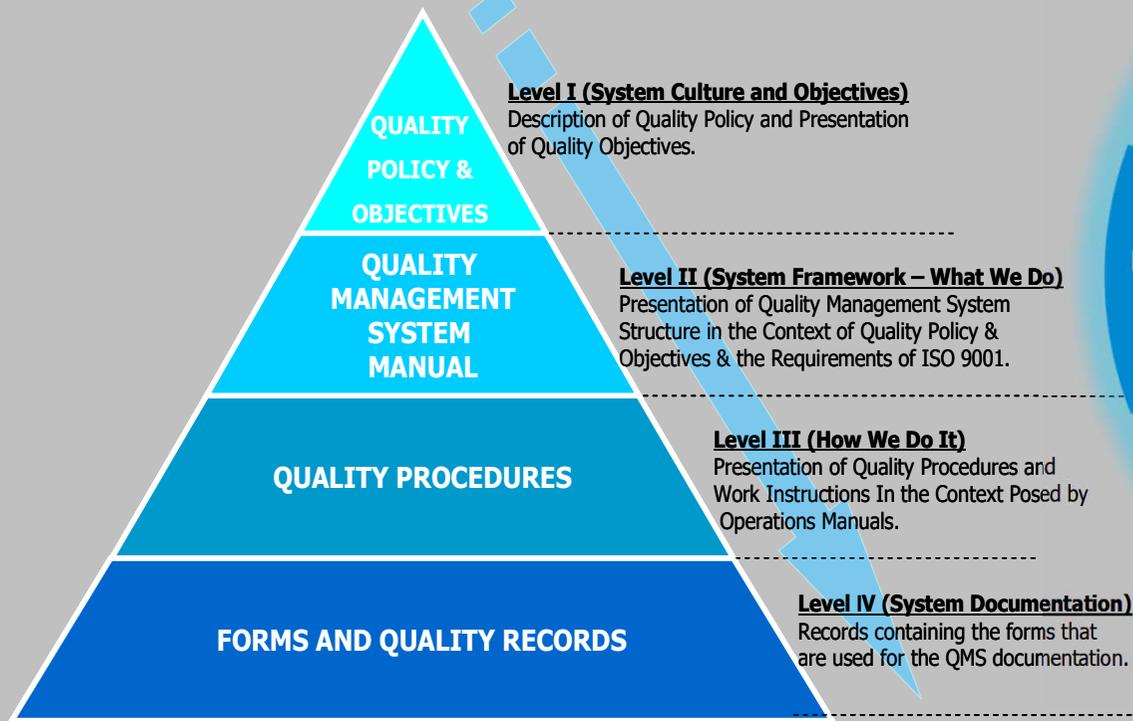


PROJECT OBJECTIVE

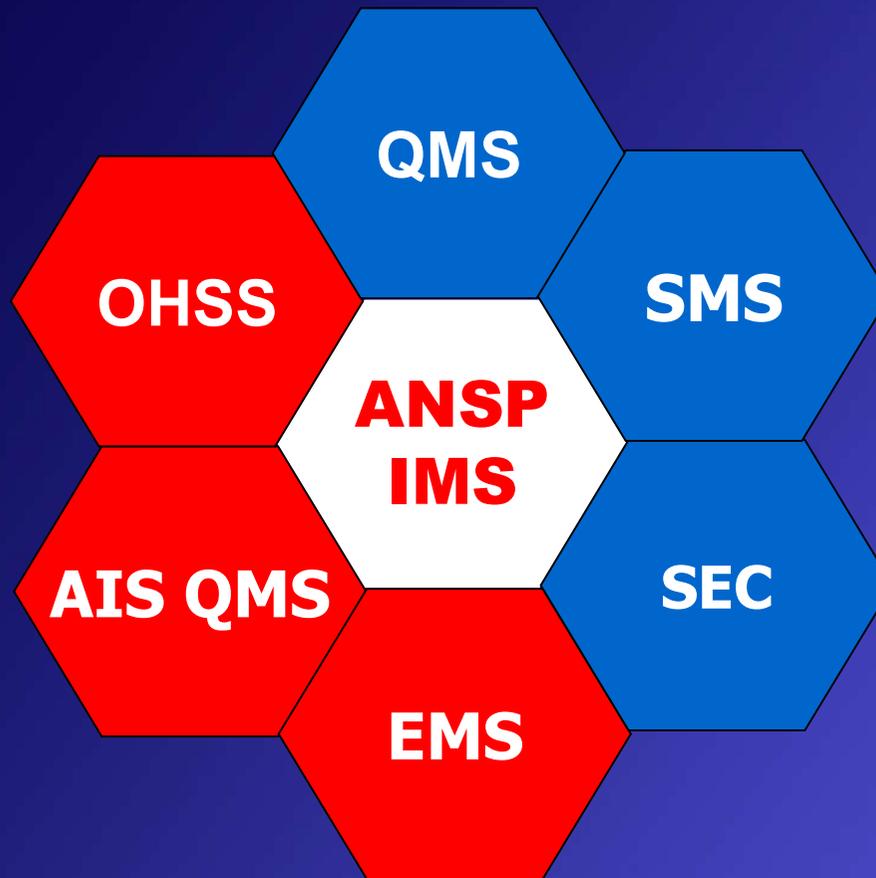
- Improvement of the quality of Air Traffic Services (ATS) operational framework, by the development and implementation of **a modern & custom made Occupational Health Management System**.
- Implementation and integration of modern **Quality and Safety Management Systems** in the operational system of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



STRUCTURE OF ANSP QMS



ANSP INTEGRATED MANAGEMENT SYSTEM



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:**

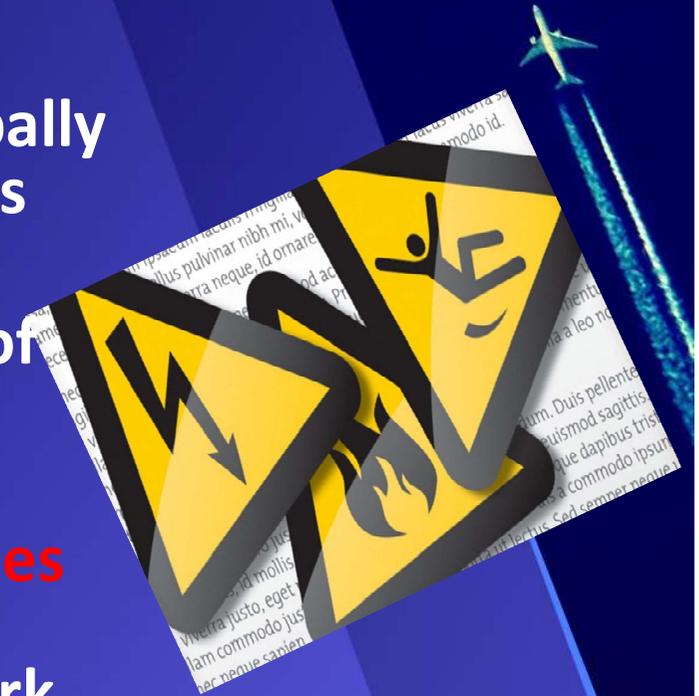
- a) institutional safety and
- b) individual safety.

Occupational Health and 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.

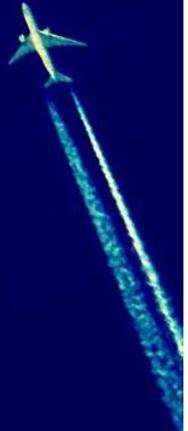


OHS: OBJECTIVE & PHILOSOPHY



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.



St. Zantanidis, Democritus University of Thrace

OHSAS STANDARDS

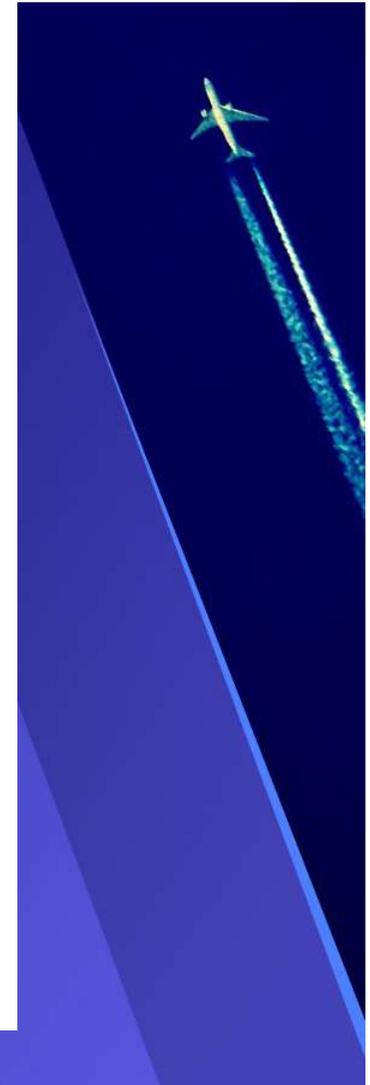
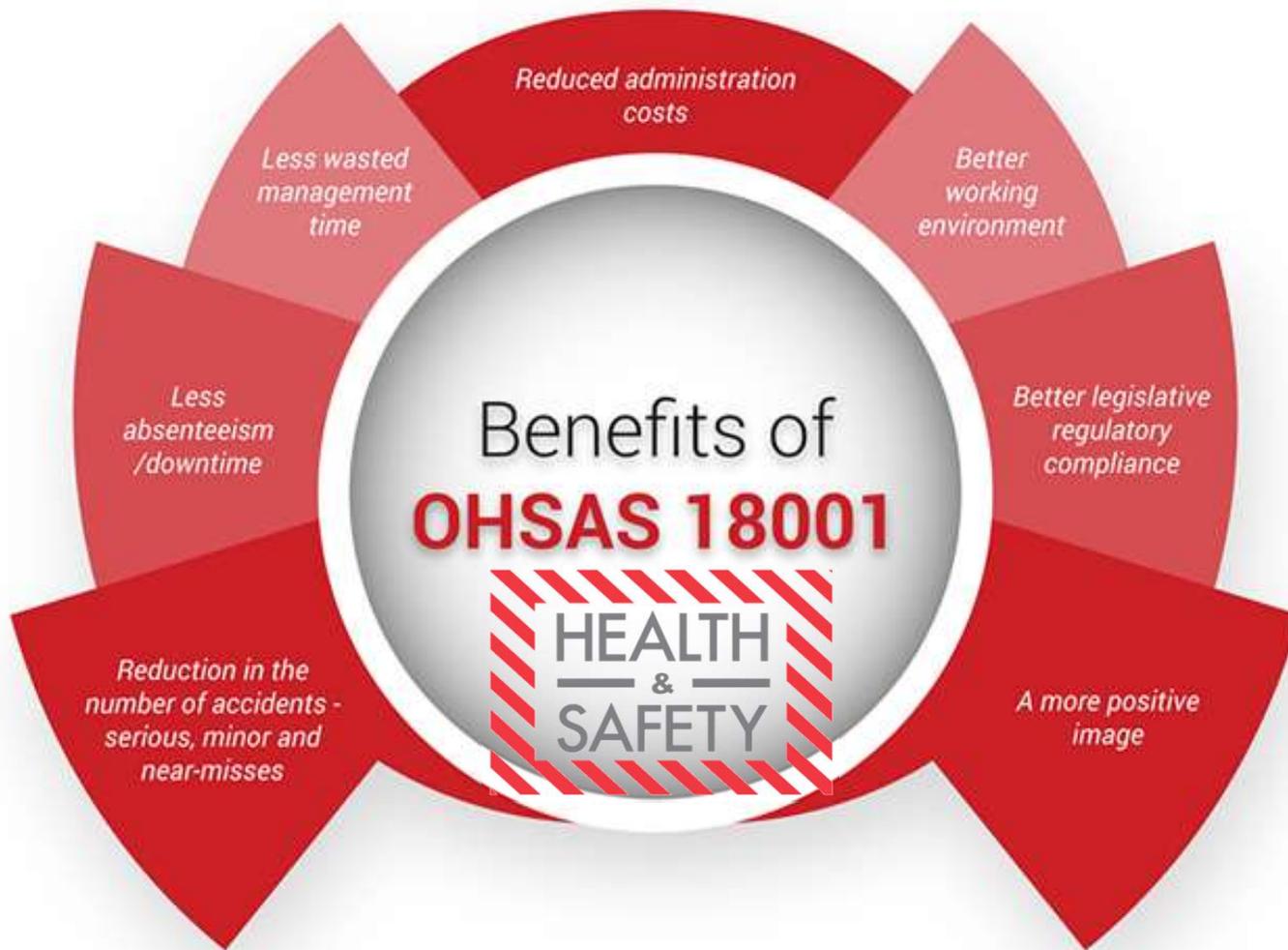
OHSAS 18001 and **OHSAS 18002** (guidelines for the implementation of OHSAS 18001), have been developed in response to customer demand **for a recognizable OHS management system standard** against which operational systems can be assessed and certified.

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.



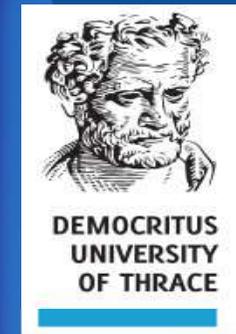
OHSAS 18001 DEVELOPMENT





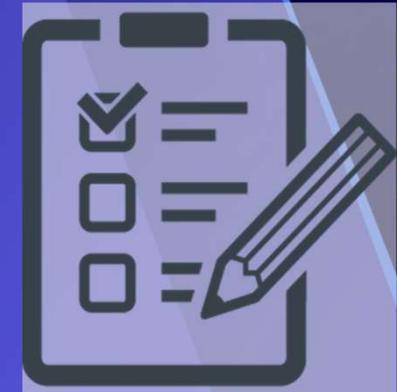
SURVEY PROJECT: IMPLEMENTATION OF A MODERN OHSS IN ATS OF THE HELLENIC ANSP

- 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.



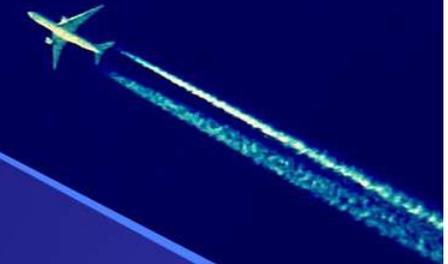
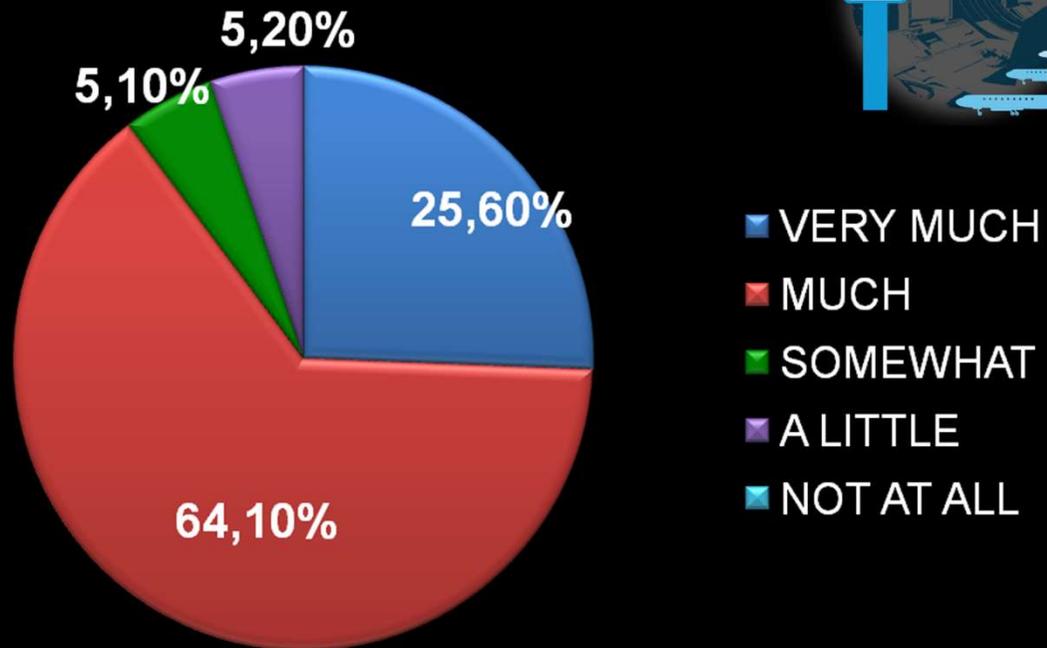
QUESTIONNAIRE FOR THE SURVEY ON THE PERCEPTION OF OHS IN ATS OF THE HELLENIC ANSP

- **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)



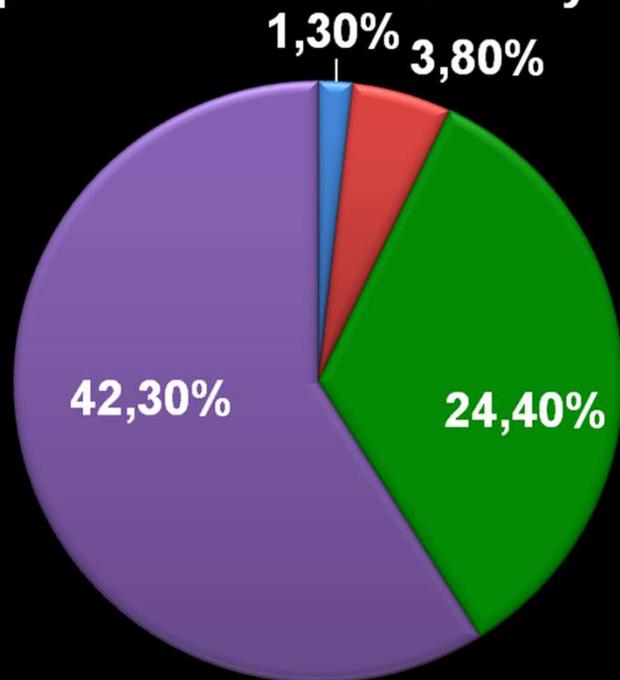
SURVEY RESULTS: Work Conditions

Have you received proper training for your assigned duties?



SURVEY RESULTS: Work Conditions

Have you received training on occupational health and safety?

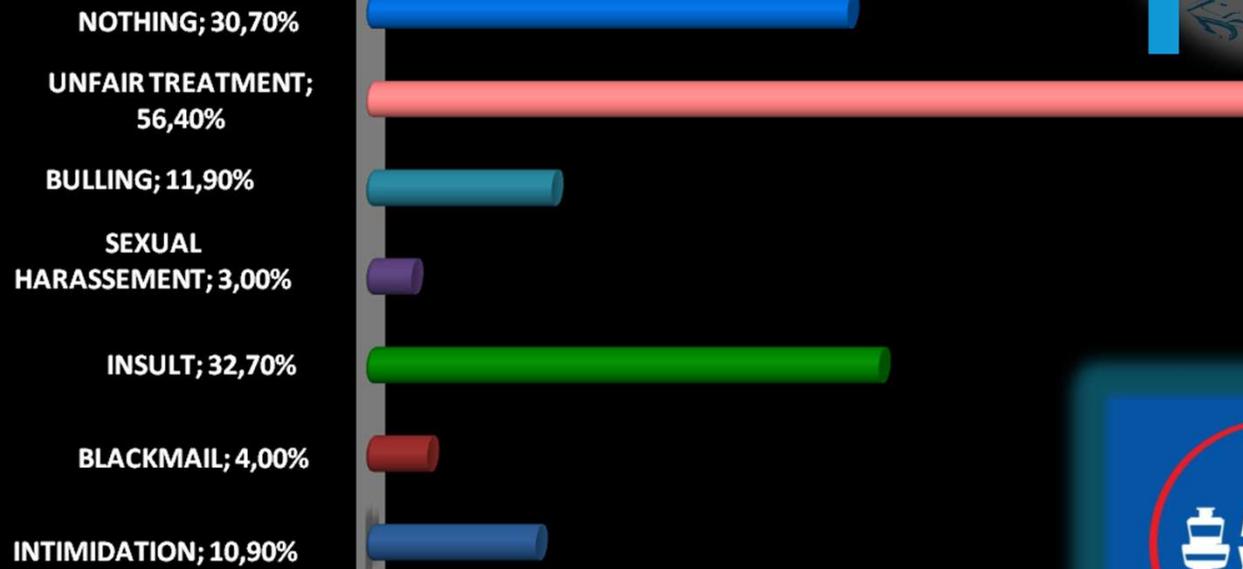


- VERY MUCH
- MUCH
- SOMEWHAT
- A LITTLE
- NOT AT ALL



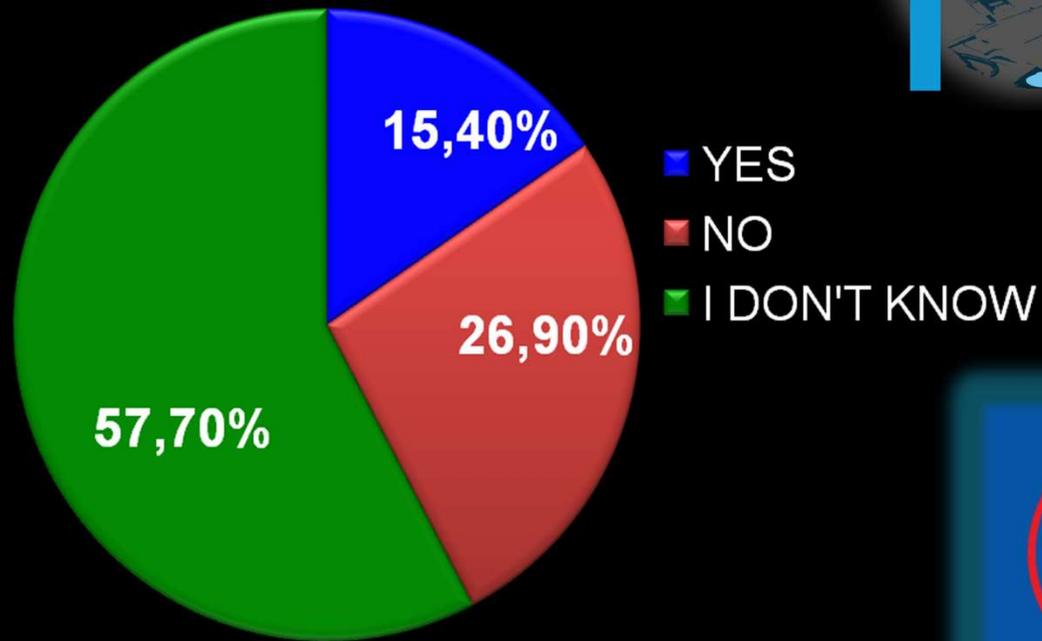
SURVEY RESULTS: Work Conditions

Have you suffered any of the following in your workplace?



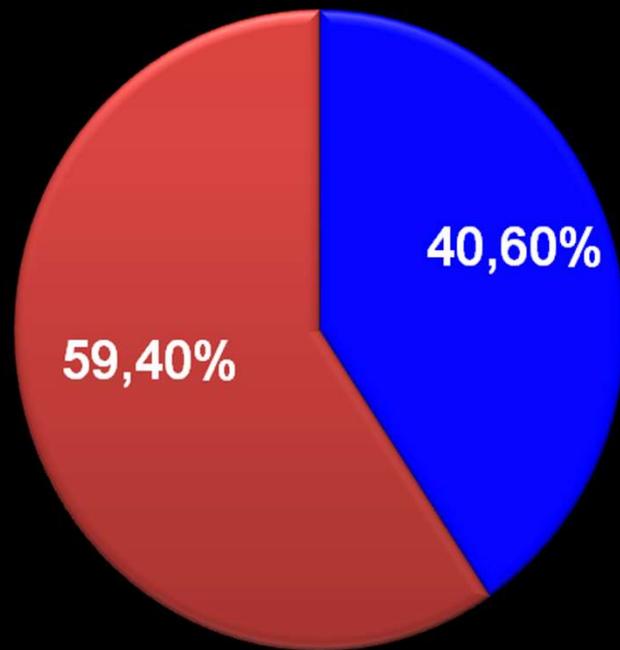
SURVEY RESULTS: OHS

Does your unit have Occupational Health & Safety System?



SURVEY RESULTS: OHS

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

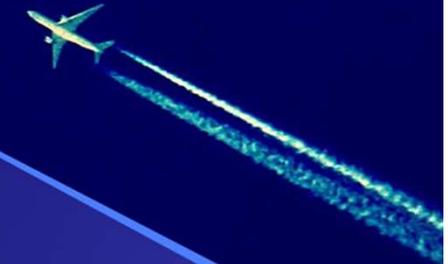
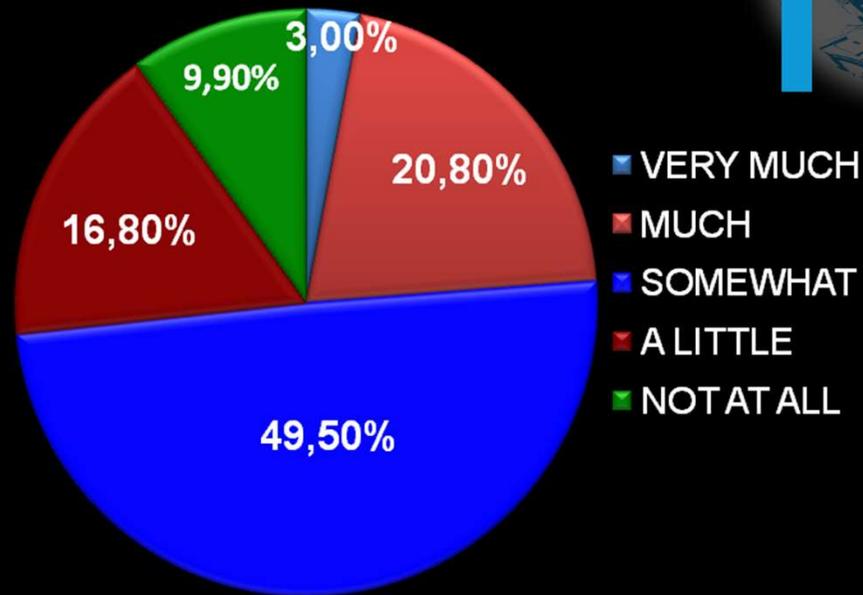


■ YES ■ NO



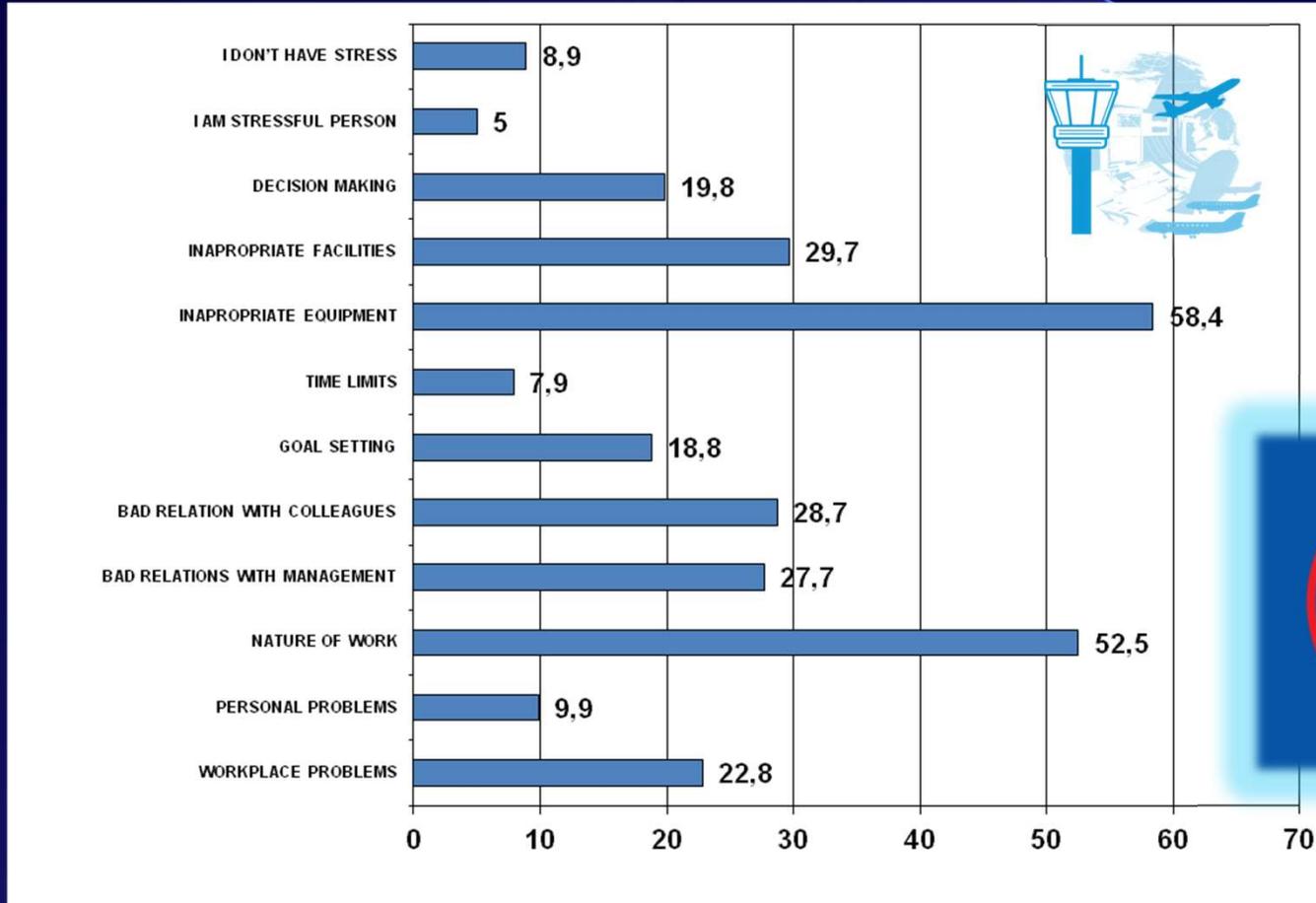
SURVEY RESULTS: OHS

In your opinion, how safe is your workplace?



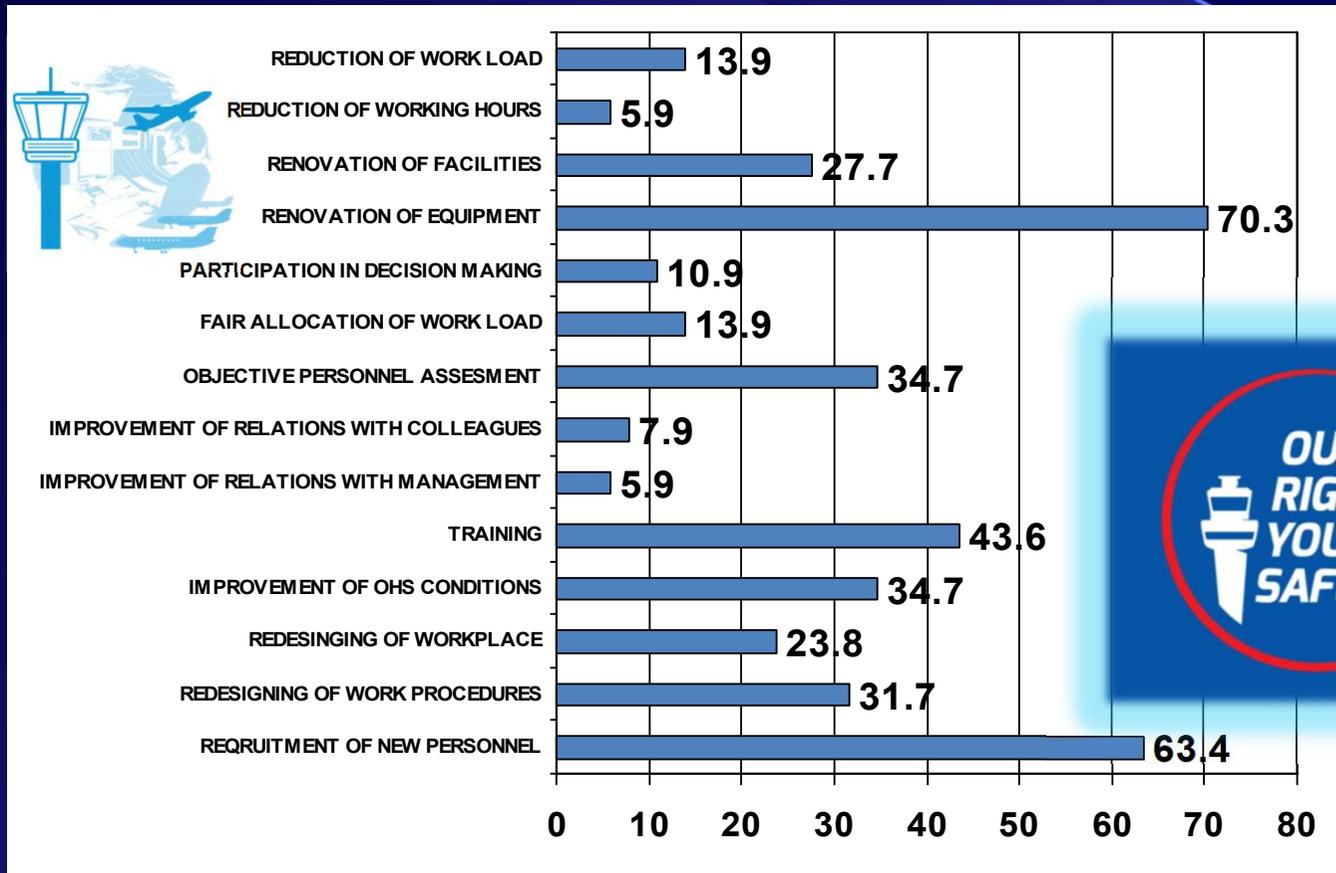
SURVEY RESULTS: STRESS

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



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

SURVEY RESULTS: 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.



**THANK YOU FOR YOUR
ATTENTION!!!**



**KEEP
CALM
AND
LISTEN
TO
ATC**