



Autoridade Nacional da Aviação Civil
Portuguese Civil Aviation Authority

Plano Nacional de Segurança Operacional (SSp)

Apêndice 4:

Portuguese SSplan Assessment Guidance for Service Providers

ANAC -29 Janeiro 2019

Objetivo

- Fornecer orientações para preenchimento do Guia de avaliação do SSp dos Service Providers, de forma a uniformizar as suas respostas, para serem analisadas pela ANAC, para ajustamento dos eventos e SPI's do SSp 2019–2021.

Agenda

Questionário do Plano Nacional de Segurança Operacional– Apêndice 4

1. Análise e comentários às respostas recebidas dos Service Providers, relativas ao 1º Semestre de 2018;
2. Esclarecimentos no preenchimento para uniformização de respostas.

Análise e comentários às respostas recebidas

- ✓ Apenas 24 de 34 Service Providers responderam ao Apêndice 4 do Plano Nacional;
- ✓ Das respostas recebidas a informação apresentada não foi suficiente ou devidamente fundamentada, ou não foi devidamente identificada/entendida;
- ✓ Verificou-se também alguma inconsistência entre os dados comunicados e o reporte de ocorrências comunicadas à ANAC, através do Sistema de Comunicações Obrigatórias e registadas no ECCAIRS.
- ✓ Alguns dos Service Providers não utilizaram o Guia disponibilizado no site da ANAC para reportar.

Análise e comentários às respostas recebidas

De modo a colmatar as falhas identificadas no entendimento e propósito do Questionário, recomenda-se:

- ✓ O reforço da política de “cultura justa” e de segurança operacional.
- ✓ O reforço da Comunicação e Promoção da segurança operacional nas Organizações.
- ✓ O reforço do Programa de Formação.
- ✓ O reforço e implementação dos procedimentos escritos.
- ✓ O registo das ocorrências reportadas à ANAC.
- ✓ Que as Organizações relacionem as ocorrências comunicadas à ANAC com os eventos percussores dos SPI’s nacionais (Apêndice 2 do SSp).
- ✓ O desenvolvimento e implementação do SMS nas Organizações.



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Instruções de preenchimento do Questionário

- Com o objetivo de melhorar a informação transmitida, e, orientar os Service Providers nas respostas ao Apêndice 4 – “ Portuguese SSplan Assessment Guidance for Service Providers”, do Plano Nacional de Segurança Operacional para o Triénio 2019-2021, foram incluídas instruções que facilitarão o seu preenchimento.

Plano Nacional de Segurança Operacional (SSp) (2019-2021) Portuguese State Safety Plan (SSp) (2019-2021)

Apêndice 4: Portuguese SSplan Assessment Guidance for Service Providers Appendix 4: Portuguese SSplan Assessment Guidance for Service Providers

1. Introduction
This document proposes an approach to safety performance measurement aiming at increasing your Organization's potential for effective safety management of the SSplan operational issues. Effective safety performance measurement will be decisive in driving your safety management system towards excellence.

The answers to the following questions should be based on data from FDM. In the absent of FDM, they should be based on the data from Mandatory and Voluntary occurrence reports.

According to SSp OPS.010, Action 2, national Service Providers shall report twice a year - until 30 of September for the 1st semester and 28 of February of the next year for the 2nd semester. The email address is ssp2018@anac.pt

a. How to fill the questionnaire (Como preencher o questionário)

- The document is editable and should be used to report to ANAC (Este documento é editável e deve ser usado para reportar à ANAC)
- The answer to each question should be inserted in the box on the right (A resposta a cada pergunta deve ser inserida na caixa à direita)
- In each box on the right side are a few points to help you with the answers. You must replace this information with your own (Em cada caixa do lado direito, há alguns pontos para ajudá-lo com as respostas. Deve substituir esta informação pela sua)
- The answer to each National Safety Performance Indicator should be based on the events from table of appendix 2 to SSp. (A resposta para cada Indicador Nacional de Desempenho de Segurança deve ser baseada nos eventos da tabela do apêndice 2 ao SSp)

2. Questionnaire

What are your major safety concerns and how do they substantiate their choice?	Example of how to answer: <ul style="list-style-type: none">My major safety concern is the incorrect loading of passengers or freight on the aircraft, which can lead to accidents.I chose this concern because of the significant number of occurrences we had on this semester.
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Instruções de preenchimento do Questionário

- O documento continuará a ser disponibilizado em formato editável no *site* da ANAC.

The screenshot shows the ANAC website interface. The browser address bar displays the URL: <http://www.anac.pt/vPT/Generico/SSP/SSP/Paginas/PlanoSSP.aspx>. The page features a header with the ANAC logo and a navigation menu with categories: Pesquisa, Genérico, Pessoal Aeronáutico, Organizações e Empresas, Passageiros, and Media. A left sidebar contains a tree view of the website structure, with 'Programa Nacional de Segurança Operacional (SSP)' expanded to show 'SSp' and 'Apresentações'. The main content area displays the title 'Plano Nacional de Segurança Operacional' and a list of documents under the heading 'Anexos':

Documento	Tamanho	Ação
Plano Nacional de Segurança Operacional / Portuguese State Safety Plan (SSp 2019-2021) .pdf	1 Mb	DOWNLOAD ↓
Appendix 4 do SSP 2018 - Portuguese SSPlan Assessment Guidance for Service Providers .zip	21 Kb	DOWNLOAD ↓
Plano Nacional de Segurança Operacional / Portuguese State Safety Plan (SSp 2018) .pdf	1 Mb	DOWNLOAD ↓
Plano Nacional de Segurança Operacional 2018 - Apresentação .pdf	1 Mb	DOWNLOAD ↓

At the bottom of the document list, there are buttons for 'IMPRIMIR' and 'RECOMENDAR'.

Instruções de preenchimento do Questionário

Conforme instruções no próprio documento:

- ✓ Este deve ser preenchido, tendo como base os dados do FDM. Na ausência do FDM, as respostas devem basear-se nos dados dos relatórios de ocorrências obrigatórias e voluntárias.
- ✓ De acordo com o Indicador do SSp, OPS.010, Ação 2, os prestadores de serviço nacionais devem reportar **duas vezes** por ano – até **30 de Setembro** para o 1º semestre e **28 de Fevereiro** do ano seguinte para o 2º semestre.
- ✓ O endereço de email para reporte é ssp2018@anac.pt

Instruções de preenchimento do Questionário

Como preencher o questionário:

- ✓ Usar unicamente o documento editável para reportar à ANAC;
- ✓ A resposta a cada pergunta deve ser inserida na caixa à direita;
- ✓ Em cada caixa do lado direito, foi inserida informação de forma a ajudar os Service Providers a responderem. Essa informação deve ser substituída pela aplicável à organização.



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Instruções de preenchimento do Questionário

- ✓ A resposta para cada um dos Indicadores Nacionais de Desempenho de Segurança deve ser baseada nos eventos da tabela do apêndice 2 ao SSP.

<http://www.anac.pt/vPT/Generico/SSP/SSP/Paginas/PlanoSSP.aspx>

Plano Nacional de Segurança Operacional (SSP) (2019-2021)	Portuguese State Safety Plan (SSP) (2019-2021)
Apêndice 2: National Safety Performance Indicators and Precursors events	Appendix 2: National Safety Performance Indicators and Precursors events
National SPI's 2019-2021	Event Related / Precursors
CFIT: Controlled flight into or toward terrain (MST.006 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Unexpected Weather Encounter (turbulence, Windshear/Microburst, Tailwind, Crosswind). 2. GPWS/EGPWS Erroneous Operation. 3. Situational Awareness (Fatigue; Disorientation, Distraction).
MAC: Airprox/ ACAS alert/ loss of separation/ (near) midair collisions (MST.010 & MST020 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. ACAS/TCAS TA and RA Warning (Level-bust; Flight Crew ATC Clearance Deviation; High rate Climb/Descent). 2. Near Airborne Collision with RPAS. 3. Loss of Separation as result of ATM Conflict Detection (Not detected/ Detected late/Inadequate).
Loss of separation between civil and military aircraft (MST.024 EPAS 2019-2023)	<ol style="list-style-type: none"> 4. Airspace Infringement. 5. ATM Staff Communication (Hearback/Readback). 6. ATM Navigational Equipment.
RI: Runway Incursion – vehicle, aircraft or person (MST.014 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Flight Crew ATC Clearance Deviation (Hold Short Clearance, Taxi Clearance, Stop Bar Crossing, Line-up Clearance). 2. Flight Crew Interpretation of Communications (Call-sign Confusion, Breakdown in Communications). 3. Aerodrome Marking, Lightning and Signs.
RE: Runway excursion (MST.007 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Directional Control on Ground Deviation (loss of control on ground). 2. Landing Gear System and wheels or brakes failure. 3. Environment Induced Abrupt Manoeuvre (crosswind, windshear, Turbulence). 4. Unstable approach.
LOC – I: Loss of control inflight (MST.004 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Weather and Environmental Encounters (Wake Turbulence or Windshear). 2. Flight Crew Operation/ Interpretation of Equipment (Deviation - Bank/Roll/ Deviation of Intended Airspeed). 3. Aircraft Handling (Speed control – Low speed/Stall Warning).
F-NI: Fire/smoke (non-impact) (MST.005 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Smoke Warning System Triggered in Lavatory (passenger smoking or use of aerosol). 2. Fumes/Smoke in Cockpit and Galley (Electrical burning). 3. Fumes/Smoke in Cabin. 4. Fumes/Smoke on Landing Gear (Hot brakes).
SCF (NP+ PP): System/Component Failure or malfunction (non-power plant) + (power plant) (3.3.4 Design and maintenance improvements EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Engine Turbine and Reciprocating (Oil System, Fuel Control/Distribution and Indicating System, Power Loss, Thrust Control System, Exhaust System). 2. Landing Gear (Main Landing, Nose Landing Gear, Extension and Retraction, Wheels and Brakes, Steering, Gear Position). 3. Flight Control Systems (Aileron, Rudder, Elevator, Leading/Trailing Edge Flap, Drag, Horizontal Stabilizer). 4. Navigation System (Airspeed/Mach Indicating System, Independent Position Determining System, FMS). 5. Air Conditioning & Pressurization System.
GROUND SAFETY (RAMP) (MST.018 EPAS 2019-2023)	<ol style="list-style-type: none"> 1. Collision - Vehicle with Parked Aircraft. 2. Cargo Handling and Loading/Unloading (Unsecure or Incorrected/ Dangerous Goods Undeclared, Load Sheet Incorrectly Completed). 3. Incursion of vehicle and ground equipment on movement area.
WILDLIFE (BIRD: Birdstrike + WILD: Collision Wildlife)	<ol style="list-style-type: none"> 1. Missed Approach. 2. Rejected Take-Off. 3. Evasive Manoeuvre.

Table 3 - National Safety Performance Indicators and Precursors events

*SPI's are selected by a qualitative and quantitative criteria from the ECCAIRS DATA occurrences, between 2012 and 2016 and on the EPAS recommendations.

Note: The Events/ Precursors are ECCAIRS, based on ICAO's ADREP 2000 taxonomy.



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Instruções de preenchimento do Questionário

Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan issue	Questions	Accountable/ Safety Manager
OPS.001 Include Loss of Control In Flight in national/State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	How to answer: <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Unexpected Weather; Flight Crew Operation/ Interpretation of Equipment; and Aircraft Handling. One was considered high-risk event.
	2. What are the 3 main factors that contributed to the risk?	How to answer: <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Wake turbulence, Speed control, or Roll deviation.
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	How to answer: <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified in the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	How to answer: <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization about this issue?	How to answer: <ul style="list-style-type: none"> Identify the organization procedures for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Workshop, etc.
Response OPS.001	Mitigation Measures: How to answer <ul style="list-style-type: none"> Identify the mitigations measures implemented. (Related with question 4.) 	

Contabilizar os eventos nesta categoria, tendo como base os eventos da **Tabela Apêndice 2**. Se alguns desses eventos forem classificados como acidentes ou incidentes graves, estes devem ser referidos como eventos de alto risco.



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Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan issue	Questions	Accountable/ Safety Manager
OPS.002 Include Runway Excursions in national State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Landing Gear System and wheels or brakes failure; and Environment Induced Abrupt Manoeuvre One was considered high risk event
	2. What are the 3 main factors that contributed to the risk?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Landing Gear failure, Crosswind or Loss of Control on the ground
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified by the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization tools, procedures or methodologies for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Magazines
Response OPS.002	Mitigation Measures: <u>How to answer:</u> Identify the mitigations measures implemented. (Related with question 4.)	

Identificar através do número de ocorrências do FDM ou de Reportes, as 3 ocorrências que mais contribuíram para a Categoria/Indicador



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Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan Issue	Questions	Accountable/ Safety Manager
DPS.002 Include Runway Excursions in national State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	How to answer: <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Landing Gear System and wheels or brakes failure; and Environment Induced Abrupt Manoeuvre One was considered high-risk event.
	2. What are the 3 main factors that contributed to the risk?	How to answer: <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Landing Gear failure, Crosswind or Loss of Control on the ground
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	How to answer: <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified by the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	How to answer: <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization for this issue?	How to answer: <ul style="list-style-type: none"> Identify the organization tools, procedures or methodologies for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Magazines
Response DPS.002	Mitigation Measures: How to answer: Identify the mitigations measures implemented. (Related with question 4.)	

Na resposta a esta pergunta devem ser mencionados os eventos da **Tabela do Apêndice 2** que estão a ser monitorizados pelo Operador, e, outros que por razão da especificidade da atividade desenvolvida não fazem parte dos listados, mas afetam a operação e por isso também são monitorizados.



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Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan Issue	Questions	Accountable/ Safety Manager
DPS.002 Include Runway Excursions in national State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Landing Gear System and wheels or brakes failure; and Environment Induced Abrupt Manoeuvre One was considered high-risk event.
	2. What are the 3 main factors that contributed to the risk?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Landing Gear failure, Crosswind or Loss of Control on the ground
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified by the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization tools, procedures or methodologies for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Magazines
Response DPS.002	<u>Mitigation Measures:</u> <u>How to answer</u> Identify the mitigations measures implemented. (Related with question 4.)	

Aqui deverão ser referidos os procedimentos internos da Organização na implementação e monitorização das medidas de mitigação para o risco identificado para a Categoria/Indicador.



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Instruções de preenchimento do Questionário

Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan Issue	Questions	Accountable/ Safety Manager
DPS.002 Include Runway Excursions in national State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Landing Gear System and wheels or brakes failure; and Environment Induced Abrupt Manoeuvre One was considered high-risk event.
	2. What are the 3 main factors that contributed to the risk?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Landing Gear failure, Crosswind or Loss of Control on the ground
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified by the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization tools, procedures or methodologies for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Magazines
Response DPS.002	Mitigation Measures: <u>How to answer</u> Identify the mitigations measures implemented. (Related with question 4.)	

Deverão na resposta à pergunta serem mencionados os procedimentos internos para a promoção e divulgação das lições aprendidas para a melhoria de desempenho da Categoria/Indicador



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Plano Nacional de Segurança Operacional (SSp) (2019-2021)

Portuguese State Safety Plan (SSp) (2019-2021)

SSplan Issue	Questions	Accountable/ Safety Manager
DPS.002 Include Runway Excursions in national State Safety Programme	1. Has the Organisation been exposed to this type of scenarios in the last Semester? If so, how many occurrences did take place? How many of those were considered high risk events?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events from SSP, table of appendix 2, reported or from FDM, related to this indicator. Example: <ul style="list-style-type: none"> Landing Gear System and wheels or brakes failure; and Environment Induced Abrupt Manoeuvre One was considered high-risk event.
	2. What are the 3 main factors that contributed to the risk?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the events with higher number in the indicator. Example: <ul style="list-style-type: none"> Landing Gear failure, Crosswind or Loss of Control on the ground
	3. Which precursor events are being monitored from those identified in the Appendix 2 to SSp or others internally identified?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the precursors events from Appendix 2 to SSp that are being monitored and/or others identified by the organization.
	4. How do you monitor and measure the effective implementation and performance of your mitigation actions for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization procedures for Risk assessment and Mitigation and for Monitoring Example: <ul style="list-style-type: none"> SPI/SPO SPT Action plan
	5. How do you share knowledge and lessons learned in your organization for this issue?	<u>How to answer:</u> <ul style="list-style-type: none"> Identify the organization tools, procedures or methodologies for safety promotion. Example: <ul style="list-style-type: none"> Safety Bulletins, Training, Magazines
Response DPS.002	<u>Mitigation Measures:</u> <u>How to answer:</u> Identify the mitigations measures implemented. (Related with question 4.)	

Campo indicado para que sejam apresentadas as medidas mitigadoras implementadas para a eliminação/diminuição do risco inerente a esta Categoria/Indicador



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Instruções de preenchimento do Questionário

Conclusão:

Os eventos da Tabela 2 (Precursores) devem ser relacionados com a categoria (SPI's)

National SPI's 2019-2021	Event Related/ Precursors
CFIT: Controlled flight into or toward terrain (MST.006 EPAS 2019-2023)	<ol style="list-style-type: none">1. Unexpected Weather Encounter (turbulence, Windshear/Microbust, Tailwind, Crosswind);2. GPWS/EGPWS Erroneous Operation;3. Situational Awareness (Fatigue; Disorientation, Distraction).
LOC – I: Loss of control inflight (MST.004 EPAS 2019-2023)	<ol style="list-style-type: none">1. Weather and Environmental Encounters (Wake Turbulence or Windshear);2. Flight Crew Operation/ Interpretation of Equipment (Deviation - Bank/Roll/ Deviation of Intended Airspeed);3. Aircraft Handling (Speed control – Low speed/Stall Warning).



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Obrigado

