



MAIN TOPICS

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|-----------|------------------------|---|
| 01 | MSF & MSF Air Ops Cell | > |
| 02 | MSF Air Ops Activities | > |
| 03 | Safety Highlights | > |





Central African Republic

TOPIC 1

MSF & MSF AIR OPS CELL

- MSF: Who We Are
- MSF: How We're Run
- MSF Air Ops Cell (AOC)



MSF: WHO WE ARE

MSF – MÉDECINS SANS FRONTIÈRES
(DOCTORS WITHOUT BORDERS)

Médecins Sans Frontières

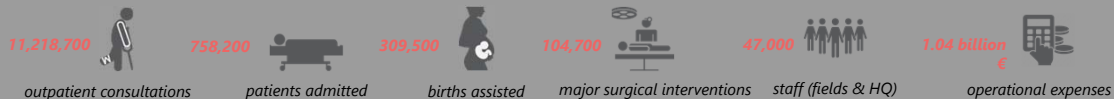
provides **medical humanitarian assistance** to save lives and ease the suffering of people in crisis situations.

Its actions are guided by **medical ethics** and the principles of **impartiality, independence and neutrality**.



ACTIVE IN MORE THAN 70 COUNTRIES

2018

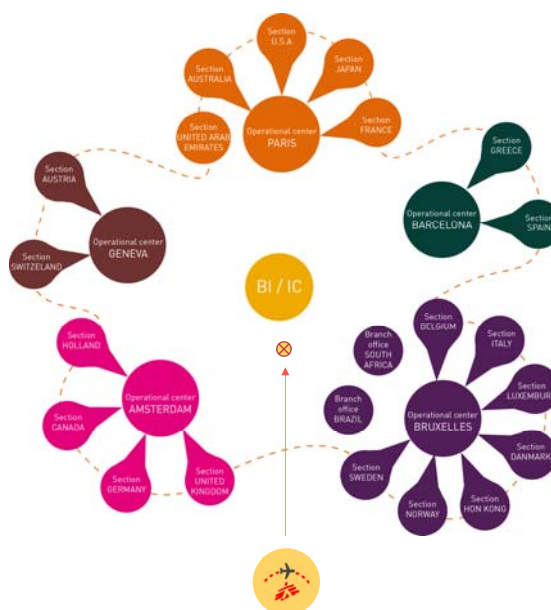


MSF: HOW WE'RE RUN

MSF Movement is about 25 Associations around the world, operationally structured in:

- 5 Operational Centers (OCA, OCB, OCBa, OCG, OCP)
- 21 Partner Sections and 17 Branch Offices,
- Missions in 75 countries,
- Plus several satellites for logistic, supply, epidemiology support

MSF International provides coordination, information and support to the MSF Movement and implements international projects and initiatives.



Milestones:

- Created in **1998** after an helicopter crash in Honduras
- **2015** crash in Nepal and questioning Air Ops management in MSF. Audits launched.
- **2017 reorganization and reinforcement of Air Cell** with rising awareness among the Organization (Safety Policy for Air Operations,...)

MSF AIR OPS CELL (AOC)

Mission: Increase Safety

- ✓ Finding appropriate solutions for Passengers & Cargo
- ✓ Supporting Emergency

Intersectional Cell that liaises:

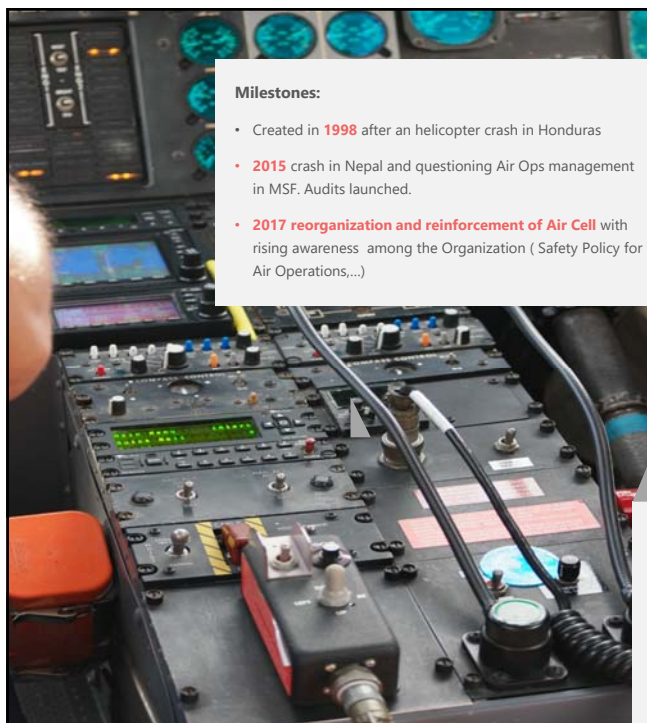
- ✓ With the 5 MSF Operational Centers
- ✓ To Support MSF Missions

Levels of action:

- Exclusive MSF AC
- Ad hoc charter
- Commercial airliners through advices

Composition:

- HQ: 4 people
- Field: functional line with flight coordinators





Yemen

TOPIC 2

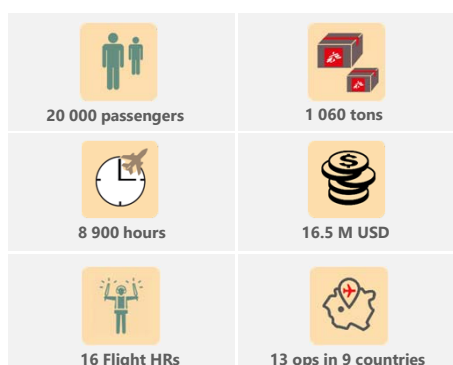
MSF AIR OPS ACTIVITIES

- Standard Air Operations: 2018 figures
- Emergency Operations: Mozambique 2019 figures (example)

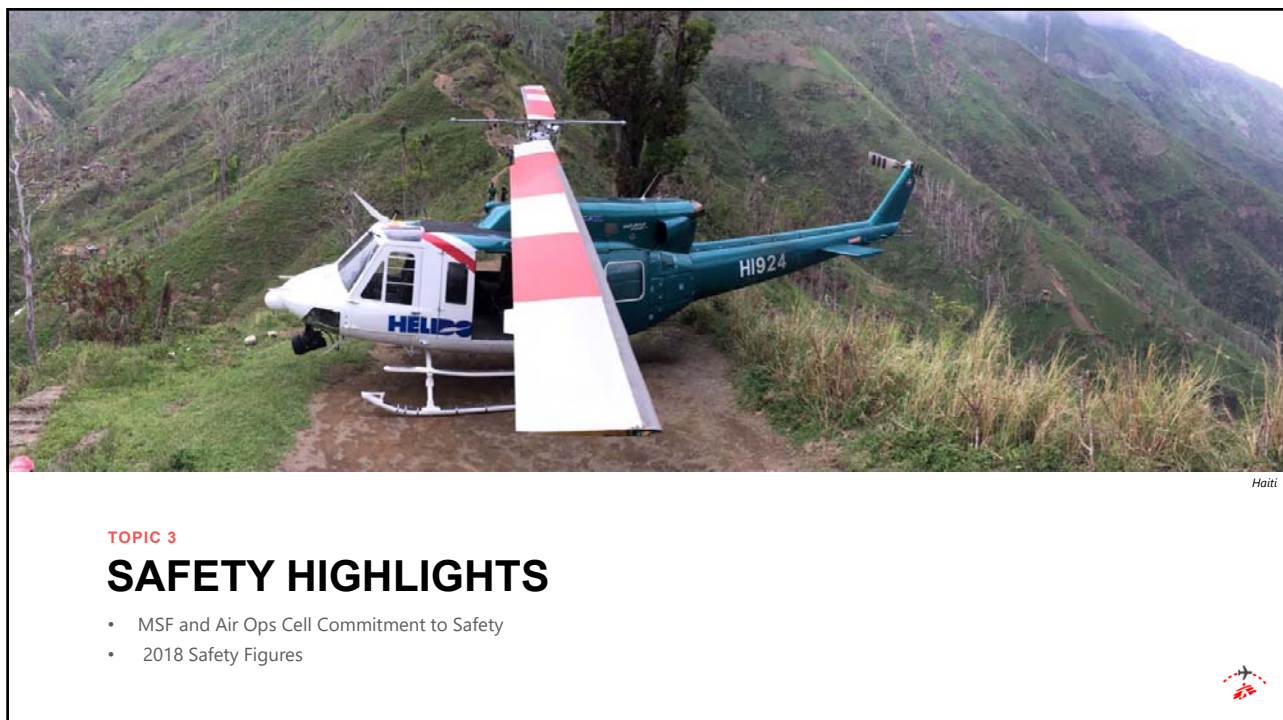
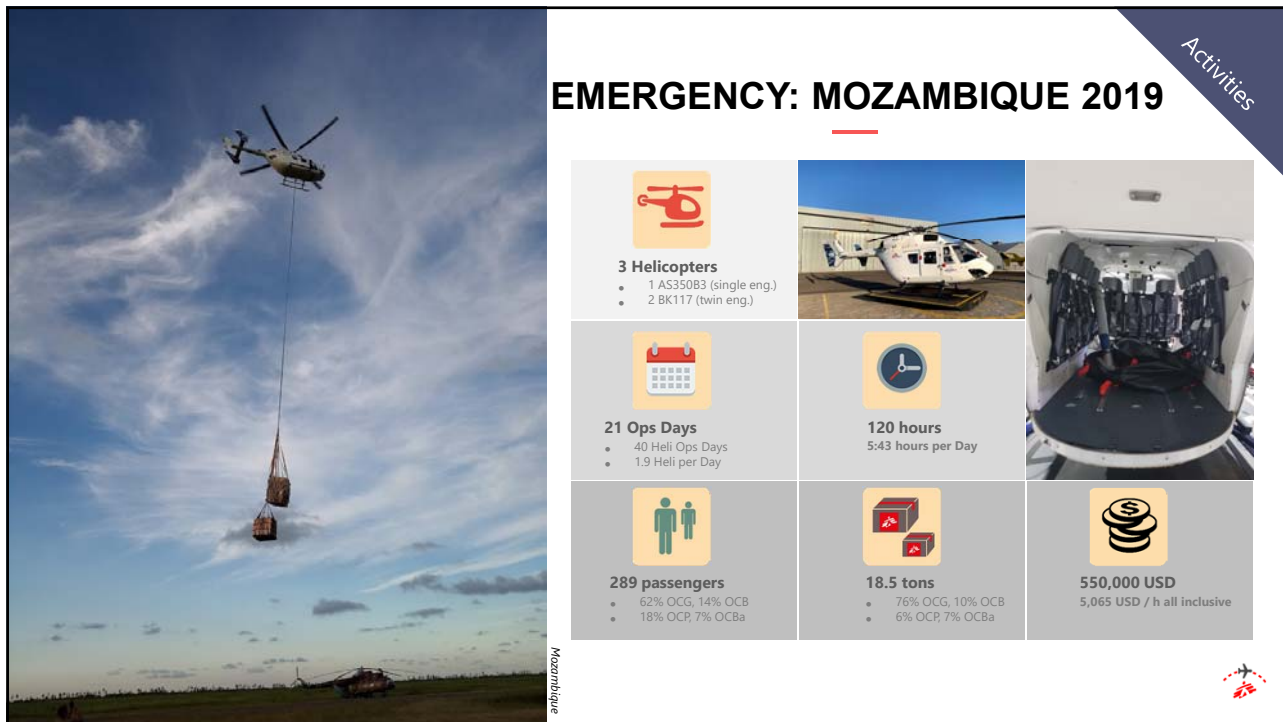


STANDARD AIR OPERATIONS: 2018 FIGURES

Taking into accounts
only the Air Operations controlled AND reported to AOC



Activities



MSF AND AIR OPS CELL COMMITMENT TO SAFETY

Safety

Master Plan 2018 - 2019

Long term actions

- Flight planning and reporting system
- Safety management system
- Intersectional pool management of Flight Coordinators
 - Qualifications (dispatcher, pilot)
 - Training (DGR)
- Development of Emergency scenarios



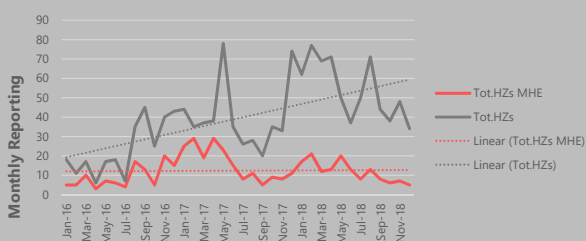
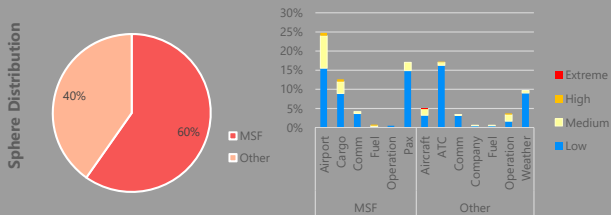
Field Support

Immediate actions

- Safety Policy setup
- Safety promotions
- Supervision of operations by external audits
 - Operator + Aircraft (each 2 years)
 - MSF Operations



2018	All HZ/Evts	Low	Medium	High	Extreme
Total Events	633	490	127	15	1
Month.Frequency	53	41	11	1	0
%	100%	78%	20%	2%	0%
Hrs.Probability	11:56	15:25	59:28	503:30	7552:30



2018 SAFETY FIGURES

Taking into account that MSF AOC Air Ops are about:

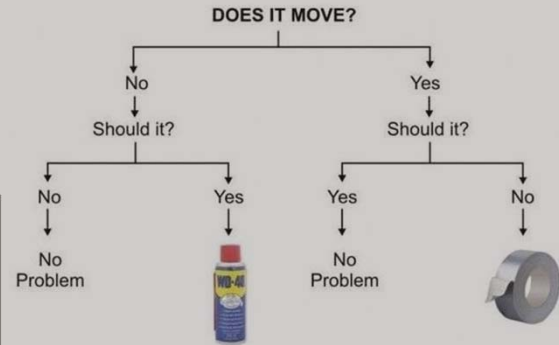
- **750 flight hours / month**
- **1700 passengers / month**

- Each 12 hours, there is 1 hazard / events report
- Each 60 hours, there is 1 reported hazard or 1 event requiring mitigation (Medium, High, Extreme)
- 60% of the hazards or events are in the range of action of MSF



Questions ?

Aircraft Mechanic Troubleshooting Chart



Thanks !

Sharm El-Sheikh – 17 October 2019



Haiti





Haïti

FAQ

SAFETY SUPPLEMENTAL INFO

- Hazards & Events – MSF Classification



HAZARDS & EVENTS

Safety
Supplemental Info

Safety is:

The **state** in which the **risk** of harm to persons or property damage is reduced to, and maintained at or below, an **acceptable** level through a continuing process of **hazard** identification and **risk management**”

ICAO Doc 9859

Hazard is:

Condition or Object with the **potential** of causing injuries to **personnel**, damage to **equipment** or structures, loss of **materials**, or reduction, of ability to perform a described **function**

ICAO

Risk is:

The **quantification** expressed in terms of **probability** and **severity** of the consequence of a hazard taking as reference the **worst** foreseeable but **credible** situation.

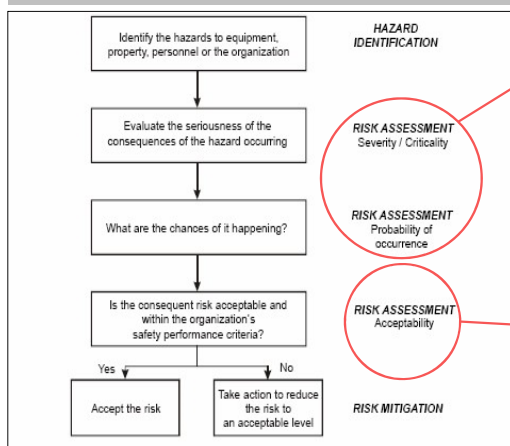
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HAZARDS & EVENTS

Safety
Supplemental Info

Aviation Risk Management Process



Risk Probability	Risk Severity				
	Catastrophic A	Critical B	Moderate C	Minor D	Negligible E
5 - Frequent	5A	5B	5C	5D	5E
4 - Likely	4A	4B	4C	4D	4E
3 - Occasional	3A	3B	3C	3D	3E
2 - Seldom	2A	2B	2C	2D	2E
1 - Improbable	1A	1B	1C	1D	1E

Assessment Risk Index	Assessment Risk Index	Criteria	Accountable Organizations
EXTREME	5A, 5B, 5C, 4A, 4B, 4A	Unacceptable under existing circumstances requires immediate action	Risk Review Board (RRB) and / or VPP Corporate Safety, Security, Quality & Environment
HIGH	5D, 5E, 4C, 3B, 3C, 3A, 2B	Manageable under risk control & mitigation. Requires RAB & management decision	Managing Directors and / or Risk Analysis Board (RAB)
MEDIUM	4D, 4E, 3D, 2C, 1A, 1B	Acceptable after review of the operation. Requires continued tracking and recorded action plans	Managing Directors, Managers and / or Accountable Org. Levels
LOW	3E, 2D, 2E, 1C, 1D, 1E	Acceptable with continued data collection and trending for continuous improvement	Department Managers and / or Accountable Org. Levels



HAZARDS & EVENTS

Safety
Supplemental Info

Aviation Risk Types & Categories

Hazard Type:	Aircraft	Airport	Cargo	Comm	Company	Fuel	Operation	Pax	Weather
Hazard Category:									
Aircraft failure	Aircraft hit by firearm	Airport security	Cargo delayed flight	Aircraft issue	Crew sickness	Fuel contamination	Risk of mid air collision	Forbidden items in carry on baggage	Departure/arrival time modified due to bad weather
Bird strike	Parts delay	Approach or runway obstruction	Cargo manifest	ATC issue	Crew behavior	Fuel outdated	Flight changed due to security issue	Passenger behavior	Flight cancellation due to extreme bad weather
Unauthorized access	Unauthorized access	Flooded and soft landing site	Dangerous goods	Field issue	Crew delay	Fuel shortage	No Flying Zone	Passenger delayed flight	Flight rerouting due to bad weather
Aircraft other	Aircraft other	FOD (Foreign Object Debris)	Packaging issue	Nav Aid issue	Crew or Aircraft papers	Fuel storage	No or incorrect weather report	Passenger luggage overweight	Missed approach and diversion due to poor visibility
		Ground handling and airport facilities	Weight and Quantity	Comm other	Miscommunication with MSF	Refueling	Risk due to unsatisfied MSF flight preparation	Pax admin issue	Missed approach due to poor Weather conditions
		Location not appropriate for landing	Cargo other		Risk due to unsatisfied flight preparation by Crew	Fuel other	Operation other	Pax manifest	Weather other
		No focal point on ground			Company other			Pax medic issue	
		Parking procedures / Congested Apron						Pax other	
		Poor runway condition							
		Uncontrolled movements around the aircraft							
		Unsecured landing/parking zone							
		Windsock							
		Airport other							

Examples

- Near Miss Collision Incident: Type = Operation / Category = Risk of Mid Air Collision ⇒ Extreme
- Cattle on the runway: Type = Airport / Category = Approach or Runway Obstruction ⇒ High
- No MSF on ground to welcome the plane: Type = Airport / Category = No Focal Point on ground ⇒ Medium
- Pax not on time: Type = Pax / Category = Pax Delayed Flight ⇒ Low



HAZARDS & EVENTS

Safety
Supplemental Info

Safety Promotion

ISSUE REPORTING 101 WHAT YOU NEED TO KNOW ABOUT REPORTING ISSUES IN YOUR COMPANY



WHY YOU REPORT

Safety is everyone's job, including you.
Reporting issues is about providing safety managers with the information they need to make good safety decisions.



WHY YOU SHOULD CARE

When you don't report, managers can't make good decisions and your safety suffers as a result.



PYRAMID OF OCCURRENCE

This shows us that for every:

- 1 serious incident there are
- 59 minor incidents, and
- 600 conditions that lead up to it

Safety managers will be ignorant of these conditions and minor incidents unless you report them! Safety managers depend on you.

WHAT YOU SHOULD REPORT

Report all concerns and conditions, no matter how trivial they seem. Trivial things can lead to major problems over time.

When you report "trivial" concerns, safety managers can be aware of them and stop them before they lead to greater danger.



ICEBERG OF IGNORANCE

Managers and executives have far less understanding about what issues face the company than operational employees and staff. The only way for managers to be aware of these issues is through staff and employees reporting them!



YOU ARE IT!

You are the first line of defense in safety. Reporting everything means reporting things like:

- Equipment not working optimally
- Forgetting to check tool counts
- Missing a step in a procedure
- Potentially dangerous behavior
- Something that seems "abnormal"

