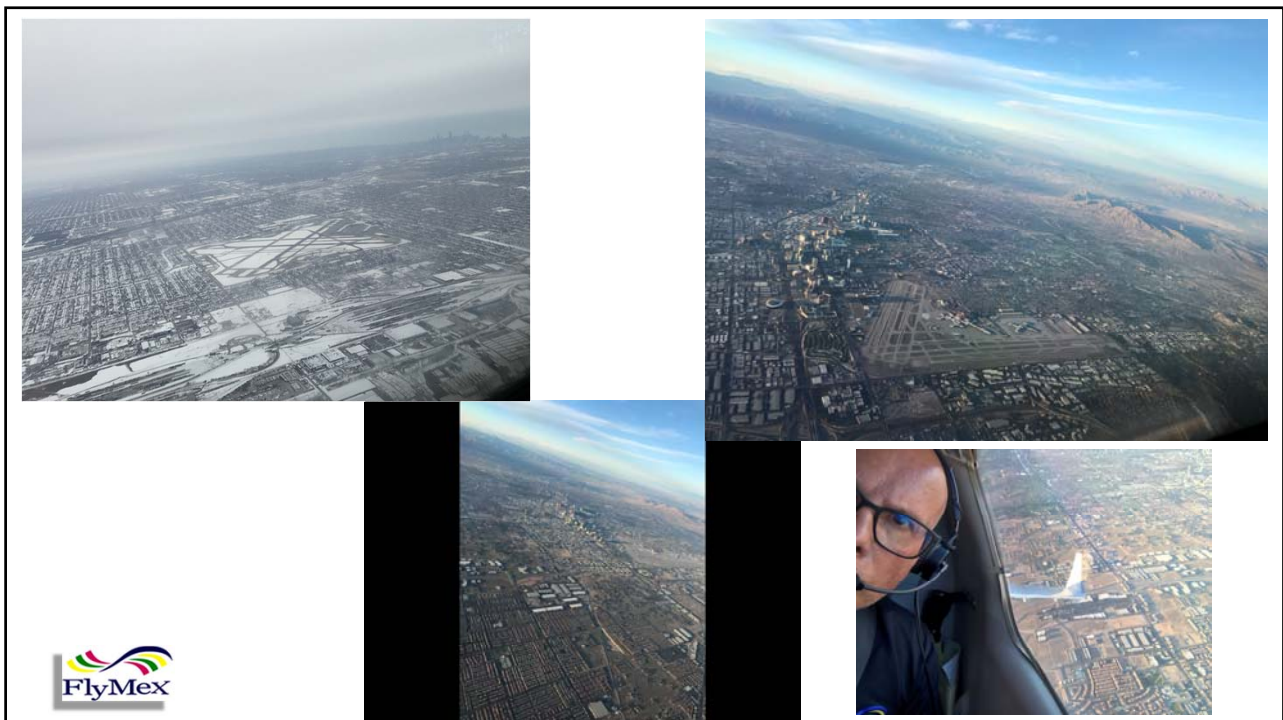
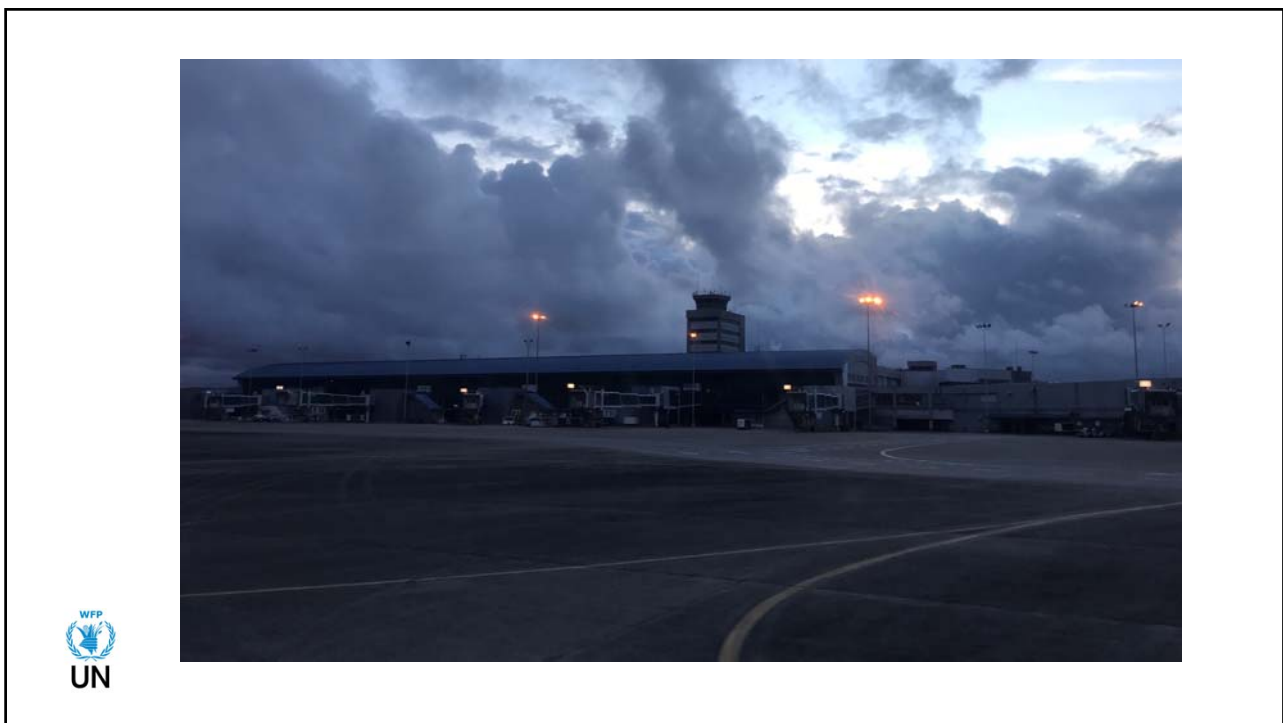




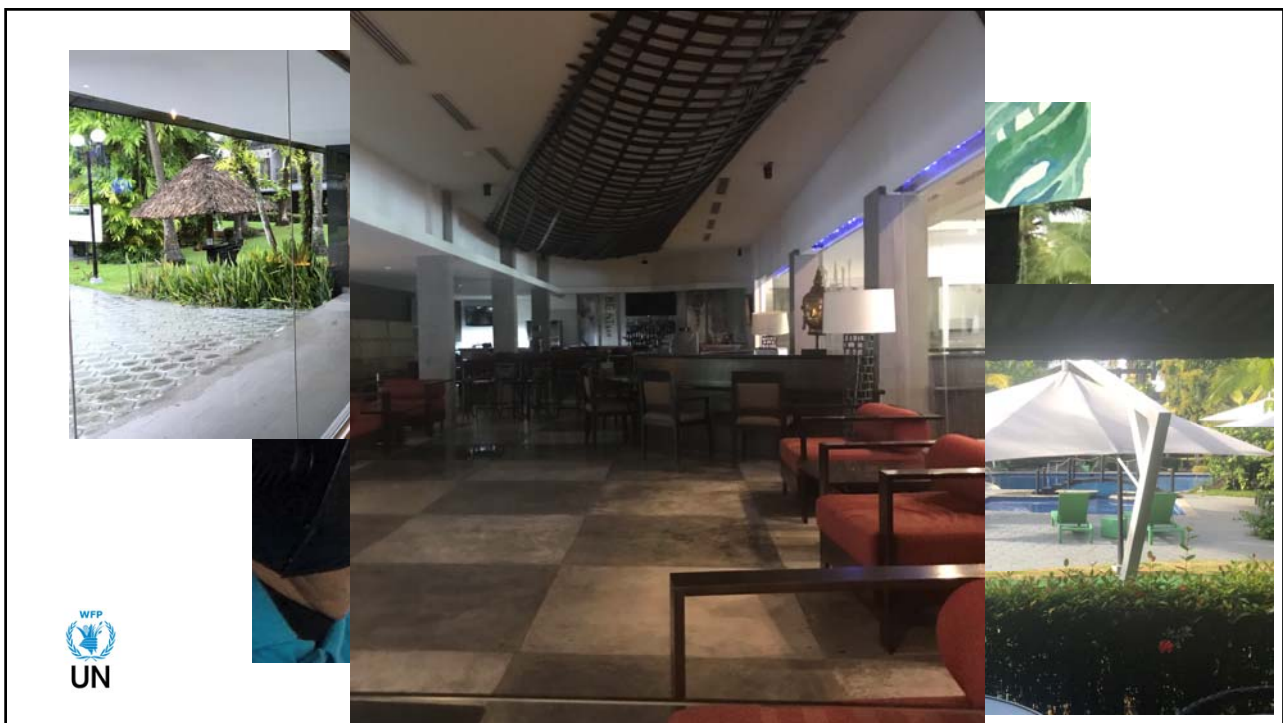
1



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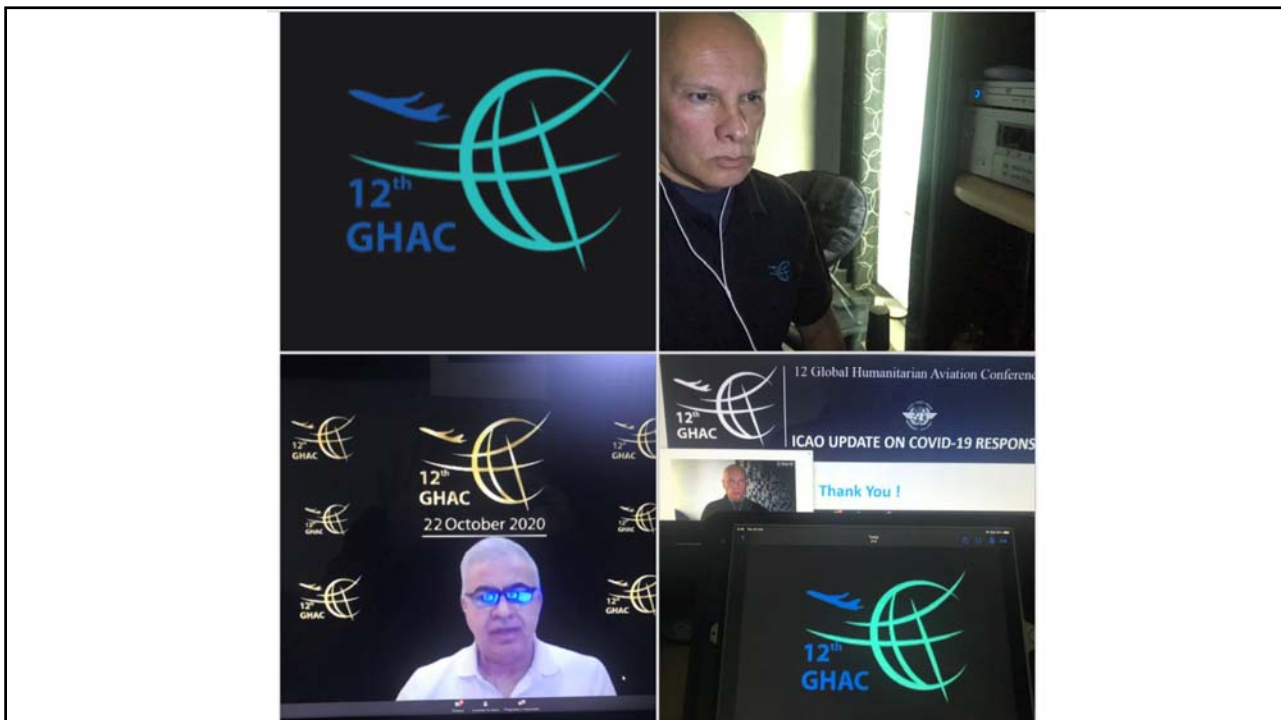
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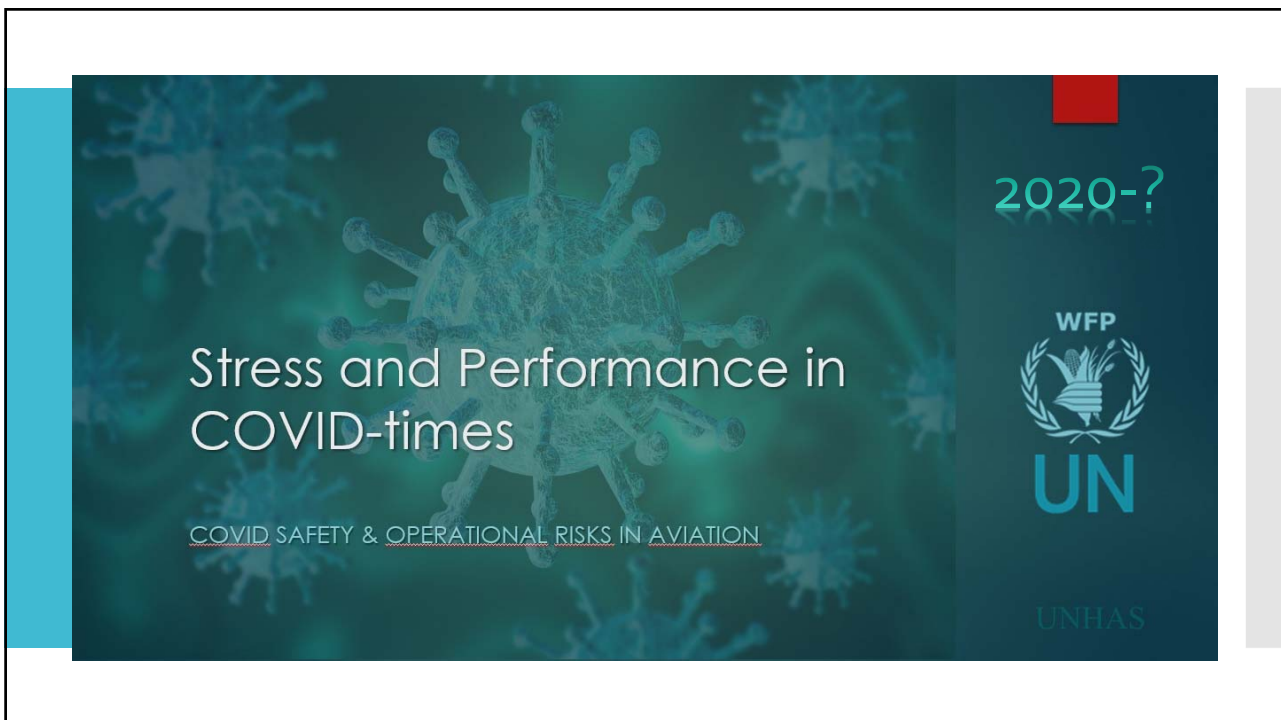
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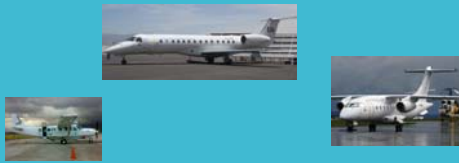
10



Servicios Integrales de Aviación S.A. de C.V.

It's a Mexican operator based in MMTO/TLCToluca, Mexico.

Since 2008 has provided services to humanitarian aviation through UN-WFP-UNHAS in Africa, America & the Middle East successfully performing in this last 13 years, more than 7000 missions & counting...



UNHAS

MEXICO

11



FlyMex integrated in 2020 to the humanitarian response for COVID19 in North, Central, South America & the Caribbean with bases in Toluca, Mexico & Panama City in Panama.



MEXICO

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FlyMex



The infographic displays the following aircraft and routes:

- C-208:** AMERICA - AFRICA
- U45:** AMERICA - AFRICA
- D0328jet:** AFRICA - MIDDLE EAST
- D0328jet:** AFRICA - MIDDLE EAST
- ERJ-135:** AFRICA
- ERJ-135:** AMERICA
- ERJ-145:** AMERICA

Logos: WFP UN, UNHAS, FlyMex, MEXICO.

Operated by: **FlyMex**

WFP UN

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FlyMex



A photograph of a FlyMex aircraft (ERJ-145) in flight against a blue sky with white clouds. The aircraft is white with blue and yellow accents.

UNHAS

WFP UN

COVID-19 RESPONSE

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The following adaptation is mostly based in Emirates Airlines, Dr. Nicklas Dahlstrom's presentation during the 2020 Online GHAC (Global Humanitarian Aviation Conference).



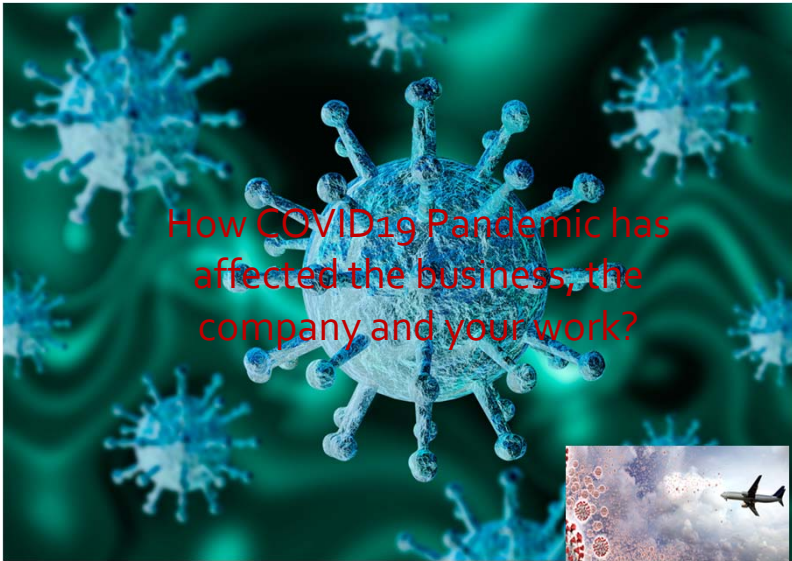

We acknowledge and thank the professional collaboration of Dr. Dahlstrom for Global Air Safety specially for humanitarian aviation along the years...

16

The Aviation Business & Personal Environment during COVID19 Pandemic

How COVID19 Pandemic has affected the business, the company and your work?



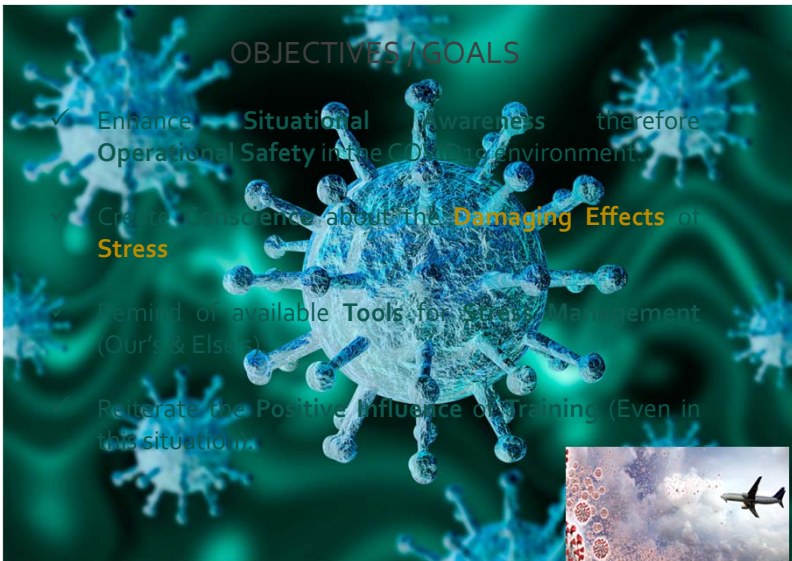

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Objectives

OBJECTIVES/GOALS

- ✓ Enhance Situational Awareness therefore Operational Safety in the COVID19 environment.
- ✓ Create Awareness about the **Damaging Effects of Stress**
- ✓ Remind of available Tools for Stress Management (Our's & Else's)
- ✓ Reinforce the Positive Influence of Training (Even in this situation).

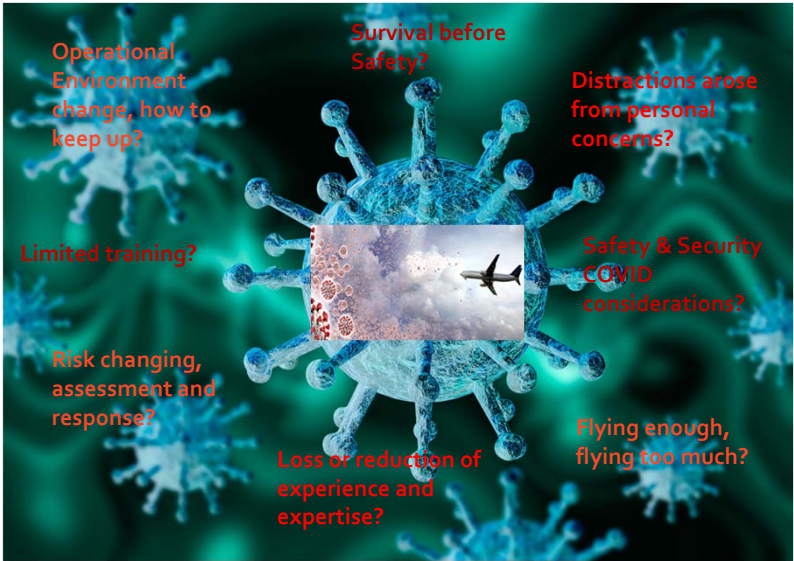



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COVID and Operational Risk



Operational Environment change, how to keep up?

Survival before Safety?

Distractions arose from personal concerns?

Limited training?

Safety & Security COVID considerations?

Risk changing, assessment and response?

Loss or reduction of experience and expertise?

Flying enough, flying too much?

STRESS IS RESPONSE

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Stress and Operational Risk



You got this!

You have managed own stress before, and that of others around you...

Now – more stress, more risk, more mistakes/errors, more to manage...

Care and take time for yourself, help others, be a good person and colleague, care for others...

STRESS IS RESPONSE

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AMERICAN PSYCHOLOGICAL ASSOCIATION

Three types of Stress:

Episodic Acute Stress

Acute Stress

Chronic Stress

Stress and Operational Risk

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COVID and Operational Risk

Workload → Stress

PERFORMANCE

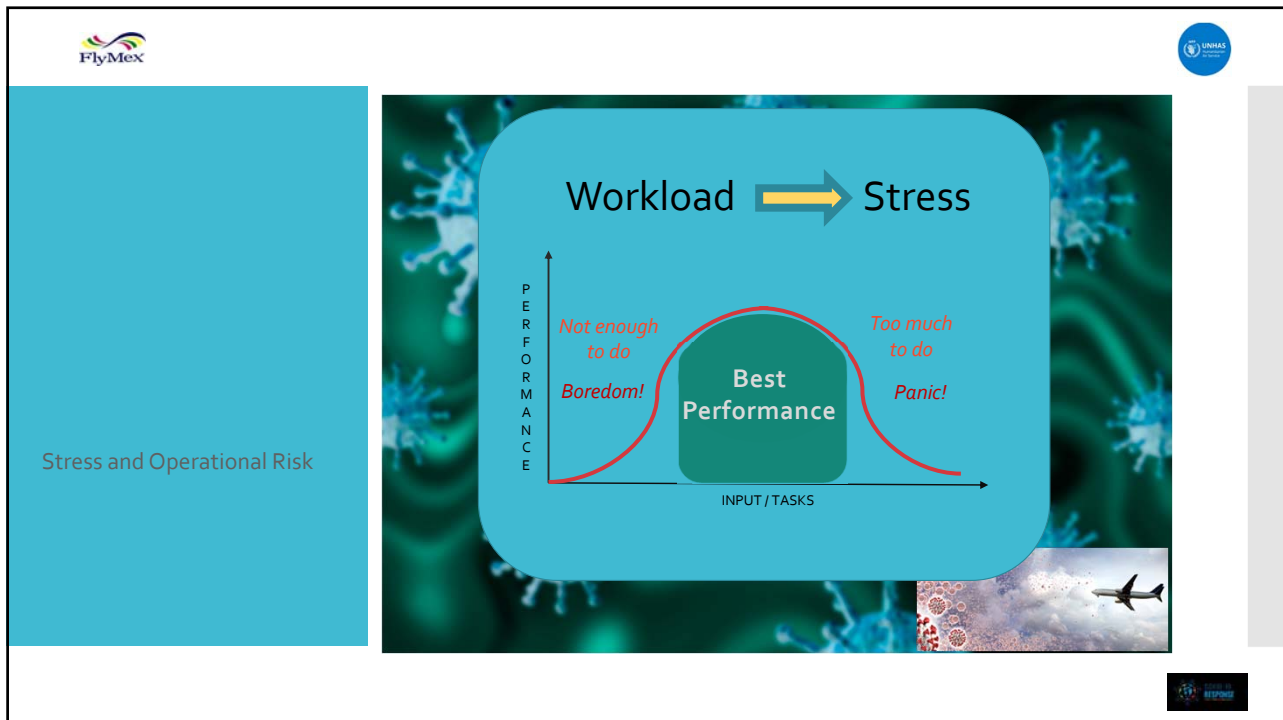
Not enough to do

Best Performance

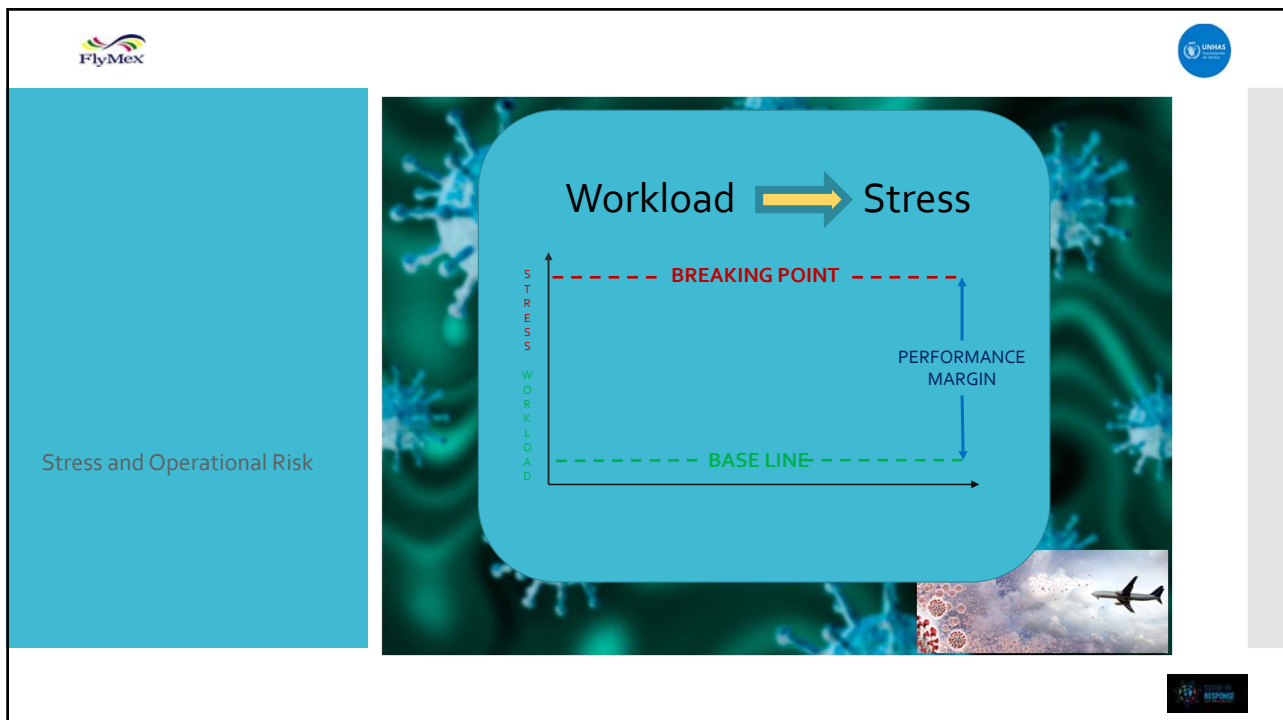
Too much to do

INPUT / TASKS

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24



25



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Stress and Operational Risk

Signs (Symptoms) of Stress

BIOLOGICAL
PHYSICAL HEALTH
DISABILITY
GENETIC VULNERABILITIES
EXPOSURE

SOCIAL
PEERS
FAMILY
CIRCUMSTANCES
WORK

PSYCHOLOGICAL
BELIEFS
ATTITUDES
SELF-ESTEEM
COPING SKILLS
SOCIAL SKILLS

HEALTH

DRUG EFFECTS

TEMPERAMENT

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Stress and Operational Risk

Signs (Symptoms) of Stress

Physiological effects

- ❖ Immediate - Body
- ❖ Long term – Health

Psychological effects

- ❖ Limited functionality
- ❖ Reduced capacity

Stress is cumulative – it adds up!

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Stress and Operational Risk



Stress and Operational Risk

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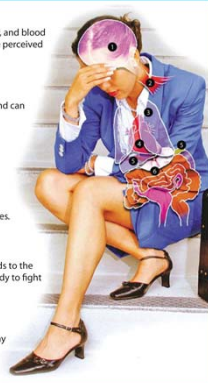
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Stress and Operational Risk

Signs (Symptoms) of Stress

Physiological effects

- 1 Nervous system.** The heart may beat faster, and blood pressure rises to ready the body to fight the perceived threat.
- 2 Musculoskeletal system.** Muscles tense and can trigger tension headaches.
- 3 Respiratory system.** Breathing quickens.
- 4 Cardiovascular system.** Heart rate increases.
- 5 Endocrine system.** Signals sent from glands to the body cause a release of cortisol into the body to fight the perceived threat.
- 6 Gastrointestinal system.** Eating habits may change, and the feeling of "butterflies" in your stomach may occur.



Stress and Operational Risk

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Stress and Operational Risk

Signs (Symptoms) of Stress

Social effects

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Stress and Operational Risk

Signs (Symptoms) of Stress

Social effects

VS

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Stress and Operational Risk

Behaviours under Stress:

- ❖ Actions speed up...
- ❖ Increased errors...
- ❖ Miscommunications...
- ❖ Fixation with details...
- ❖ Irrational behaviours...
- ❖ Passivity and apathy...

❖ Effects often cascade to others!



Stress in Response

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Stress and Operational Risk

Causes of Stress = N.U.T.S.

- N** Novelty (New to you)
- U** Unpredictable (What's next?)
- T** Threat (To you)
- S** Sense of Control (What to do?)



Stress in Response

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Stress Management

Focus on:

- **Problems**
 - ✓ Problem solving, prioritising, making plans, preparing options, obtaining ways forward...
- **Emotions**
 - ✓ Adapting to situation, finding other ways to see it &/or from other perspective, accommodating difficulties, accepting...
- **Social support**
 - ✓ Communicating to people close, sharing with people in same situation, trying to help others...







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Stress Management

Tools:

- **Problems**
 - ✓ ADM – Aeronautical Decision Making
- **Emotions**
 - ✓ Emotional Intelligence, Empathy
- **Social support**
 - ✓ Outside of the job: Family, friends, neighbors, etc.
 - ✓ Inside of the job: Co-workers, clients, etc.
 - ✓ In the operational environment: CRM/TRM – Crew/Team-Total Resource Management







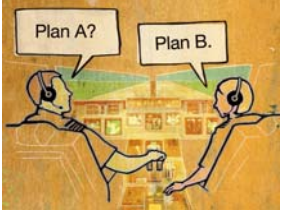

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Stress Management






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Stress Management

Time to relax

Sleeping routines

Exercise

Realistic goals

Medications, smoking and drinking

Time management

Eating habits

Balanced life style



STRESS MANAGEMENT

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Stress Management

Stress Management for Colleagues in Trouble

*Like in a pressurization emergency,
help yourself before helping others...*

Identify the stressors and the signs of stress



- ✓ Recognize the signs of stress in yourself and others
- ✓ Establish a support network
- ✓ When the stress is too high, take a break and seek help
- ✓ Take care of your physical health
- ✓ Develop coping strategies



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Stress Management

Stress Management for Colleagues in Trouble

*Like in a pressurization emergency,
help yourself before helping others...*

Identify the stressors and the signs of stress



- ✓ Recognize the signs of stress in yourself and others
- ✓ Establish a support network
- ✓ When the stress is too high, take a break and seek help
- ✓ Take care of your physical health



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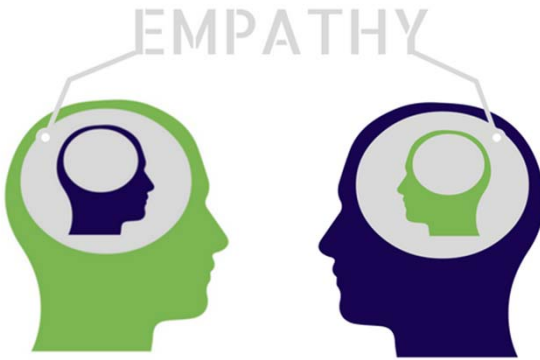
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Stress Management for Colleagues in Trouble

*Like in a pressurization emergency,
help yourself before helping others...*

Stress Management

EMPATHY




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Stress Management

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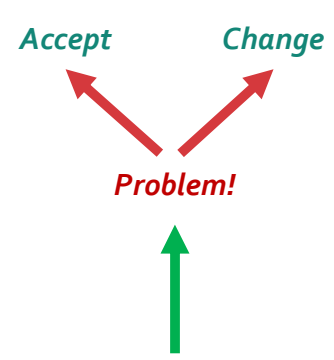
Stress Management

Stress Management

Accept

Change

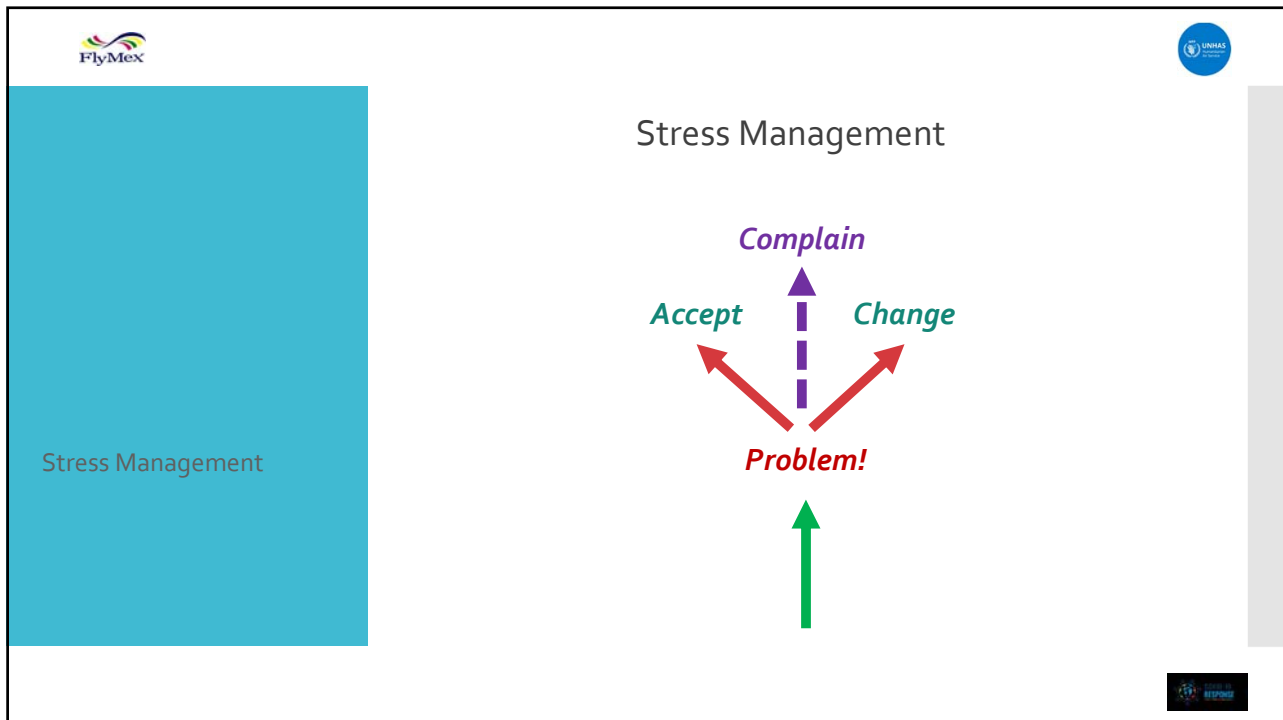
Problem!



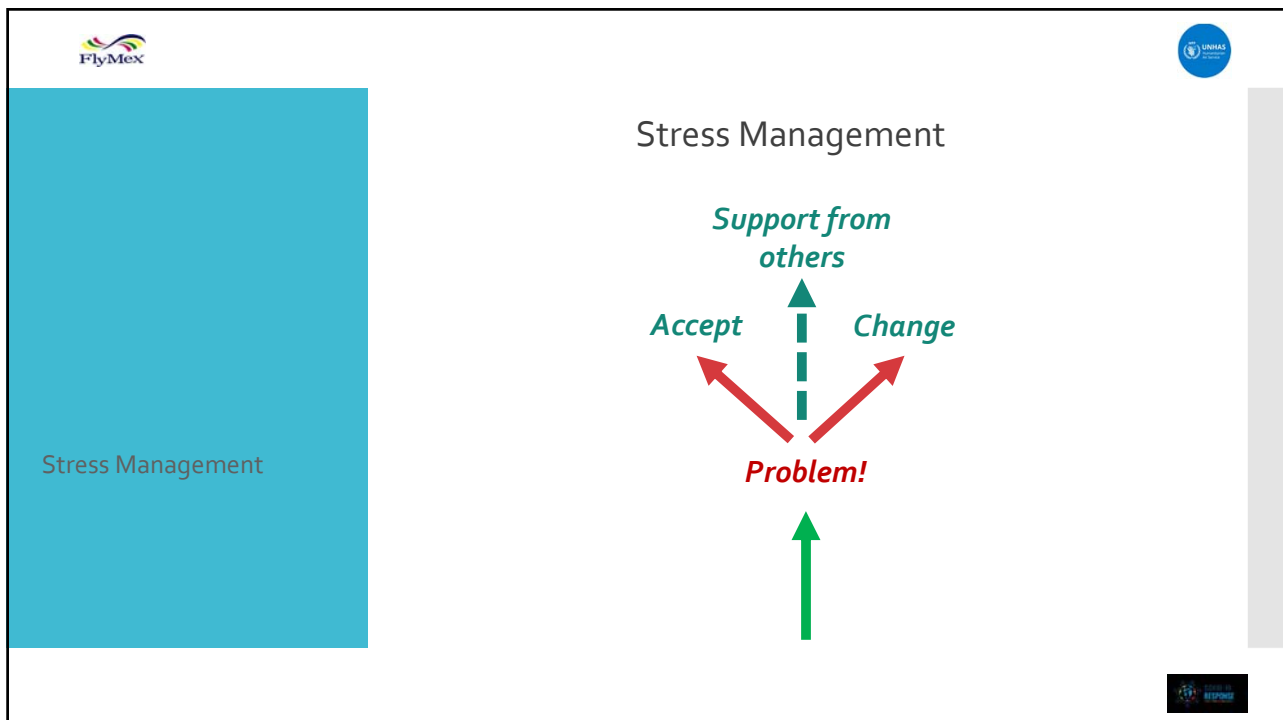
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Stress Management

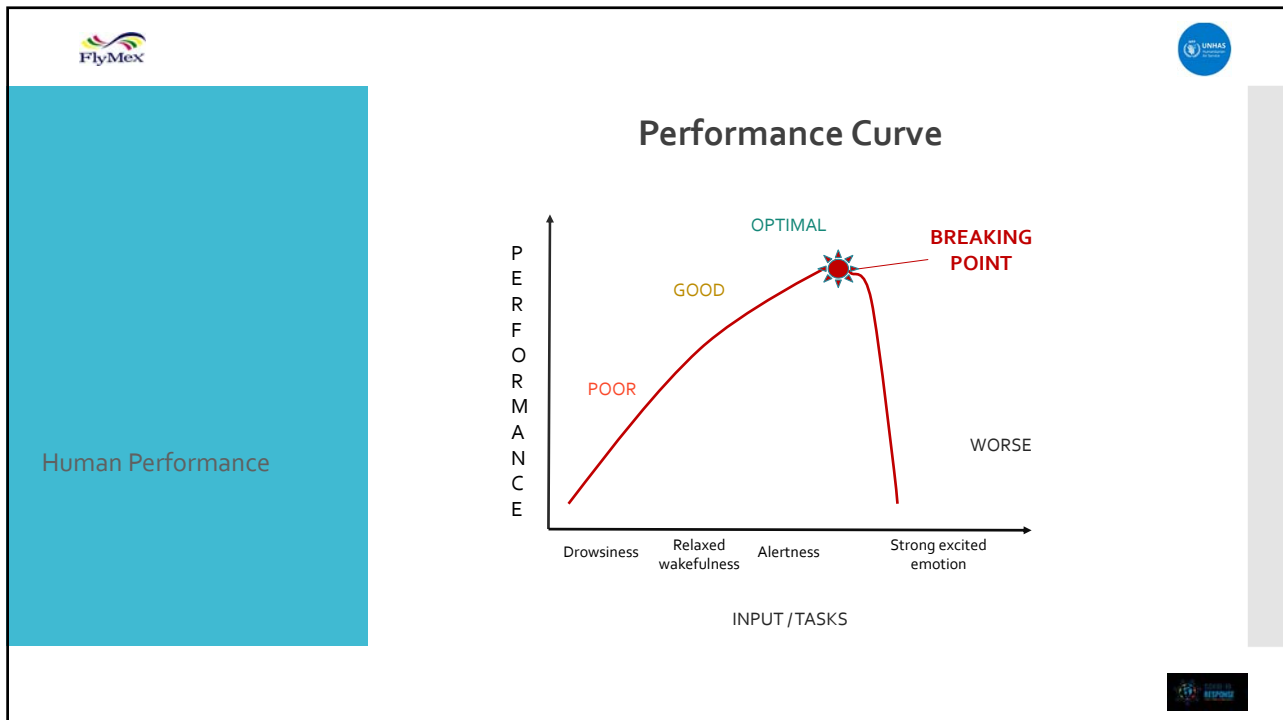
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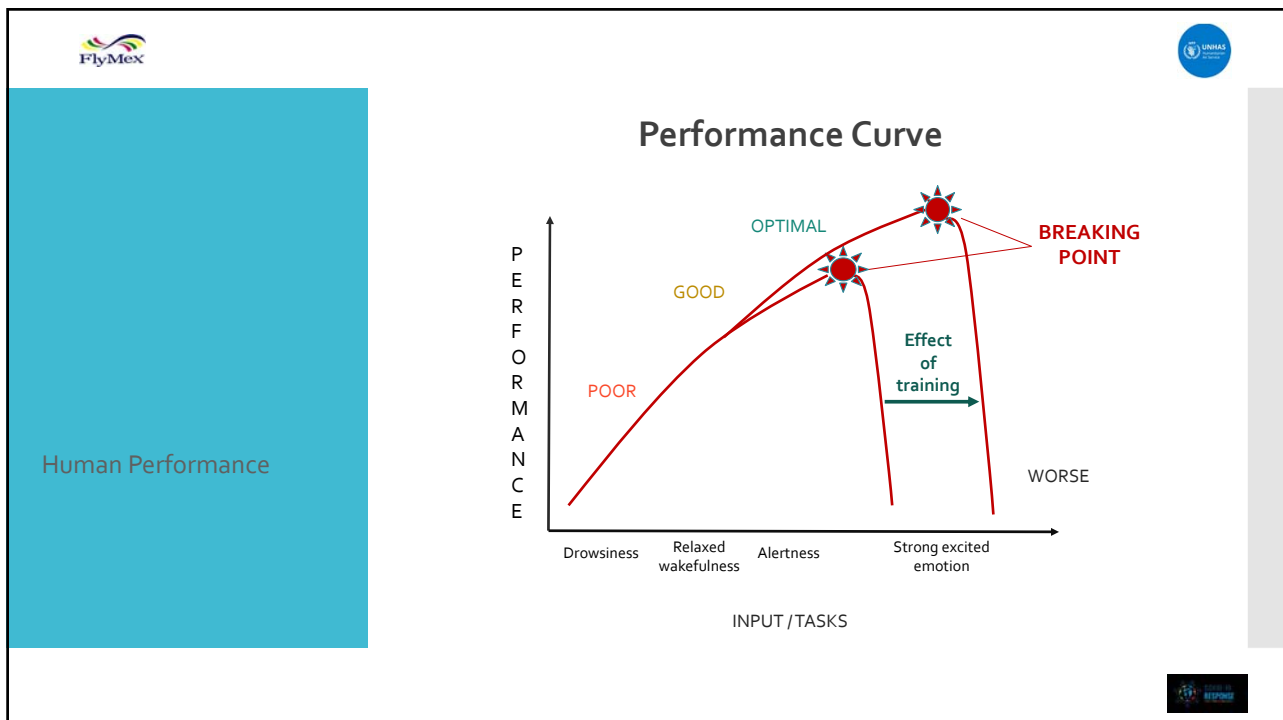
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Recurrent Training

Training



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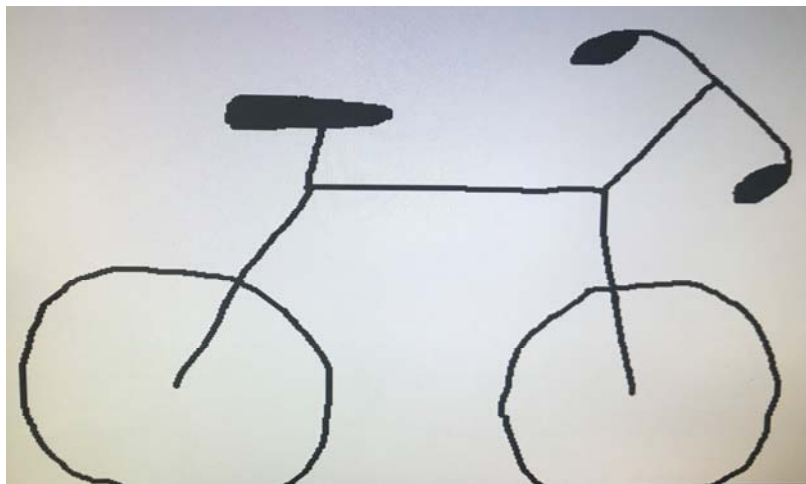
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Recurrent Training

Training

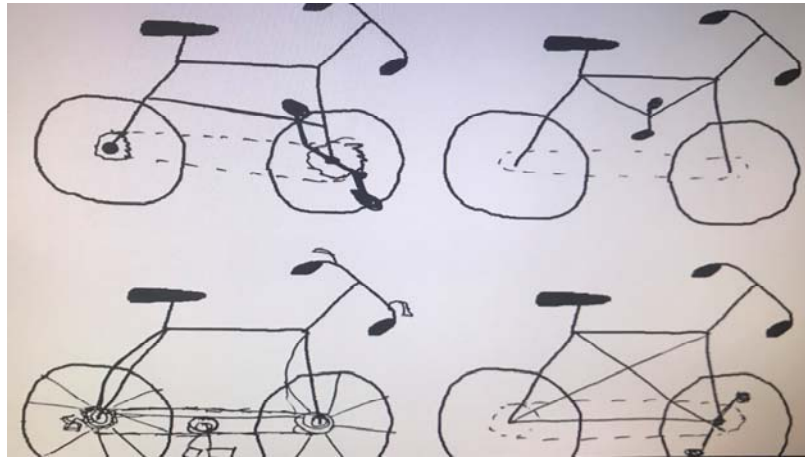


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Recurrent Training

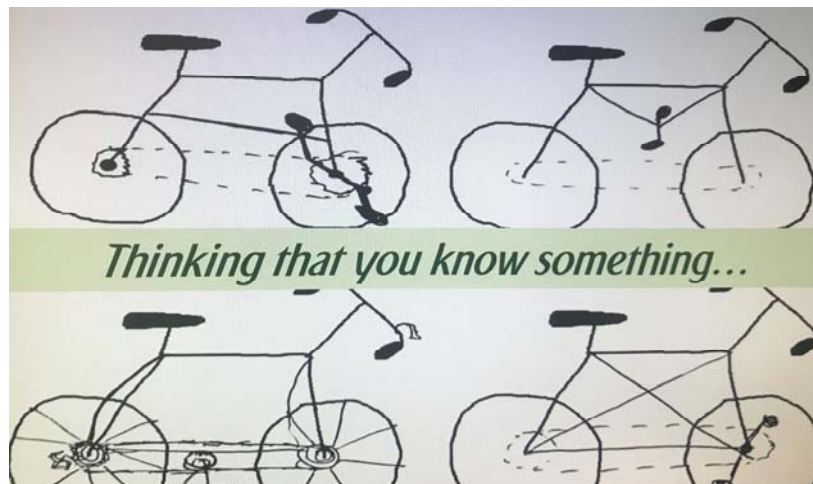
Training



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Recurrent Training

Training



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Training

Recurrent Training = "Vaccination"?

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What's next?

Performance Curve

Next problems to handle:

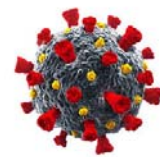
Undertrained Crews...
Underflight Crews...
Overflight Crews...
Undersurveilled Personnel...
Underpaid Personnel...
Overstressed Personnel...
Ill Crews...

What else?

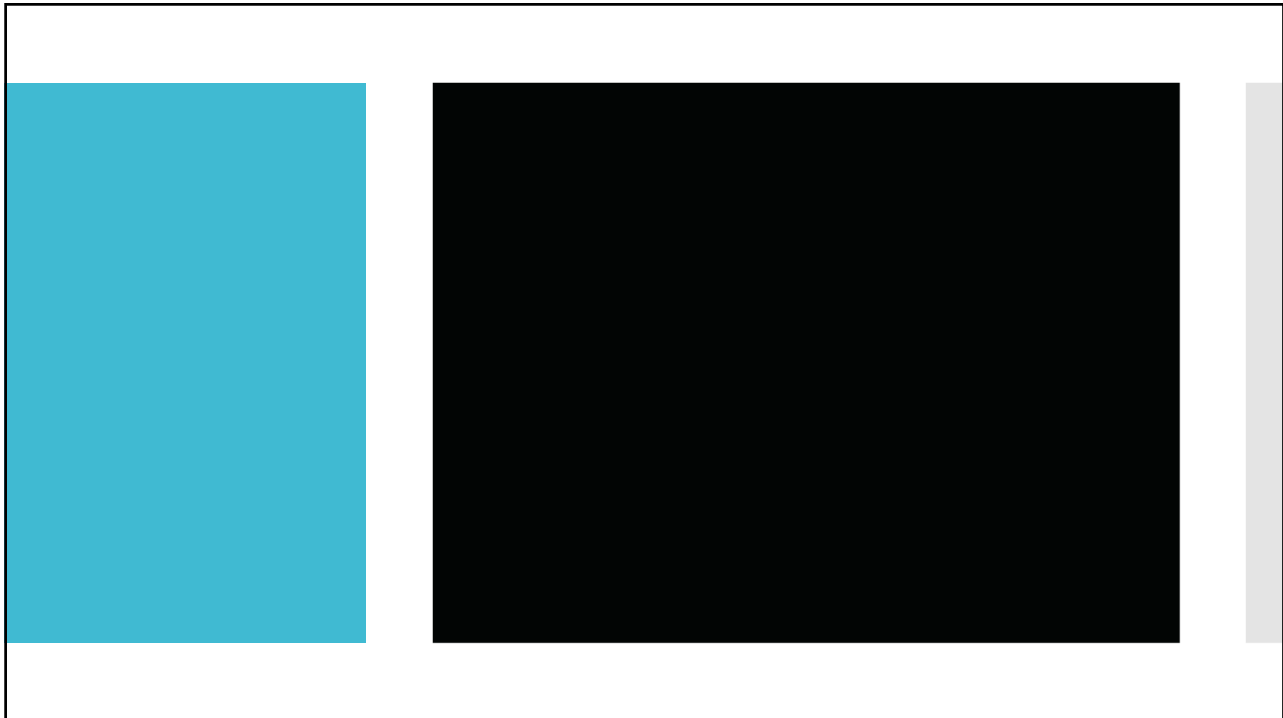
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Summary

- Aviation/Company Business ENVIRONMENT
- COVID and OPERATIONAL RISK
- Understanding / Managing STRESS
- The Role of Training
- What's next?



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Capt. Manuel Bustamante

manuel.bustamante@flymex.aero

Thank you,

Keep taking care of yourself & others!

