

13th Global Humanitarian Aviation Conference

Daily Digest

27 October 2021

Topic 3: Business continuity in times of crisis

Moderator: Jan Rehousek, CEO & Co-founder - AIR-TEC Global

Speakers:

Constantinos Vouros - AIR-TEC Global

Nizar Athman - ALS

Moses Mwangi - 748 Air Services

Osama Satea - Cham wings

Manuel Bustamante - FlyMex

Dainius Staniulis - Avion Express

Juan Carlos Lozano - IFALPA

Key takeaways:

- Survive, adapt, perform - in time of crisis, business continuity means adjusting to what becomes the new "normal" and find ways to keep responding during adversities.
- Unexpected crises such as COVID-19 pandemic or the 2021 Afghanistan crisis show that to achieve business continuity, planning is key, by establishing risk management processes and procedures that aim to prevent interruptions to mission critical services, and re-establish full functionality to the organization as quickly and smoothly as possible.
- The human factor in crisis management has to be constantly considered as human capital is the most important asset to an organization. Creating procedures, delivering the necessary training for personnel, and people's stress management are crucial to prevent migration of key staff to other countries or companies, and to turn a crisis into an opportunity.





Topic 4: There and everywhere – Direct and indirect effects of human factors on operations

Moderator: Nicklas Dahlstrom, Human Factors Manager - Emirates Airline

Speakers:

Lalitya Dhavala - McLaren's Aviation

Muhammad Naushad Anjum - Air Arabia Airline

Nicklas Dahlstrom - Emirates Airline

Key takeaways:

- The importance of mindfulness in all sectors is increasingly recognized. In aviation, it is fundamental as there are lives at stake and emotional and mind wandering control becomes crucial. In particular, pilots' emotional resilience and control in crisis has to be reinforced for enhanced operations' safety and cost-efficiency.
- Training on human factors in security is fundamental to enhance our ability to assess threats and process information for situation awareness, which enable us to project forward and react properly in a crisis situation.
- Expectations and experience can affect our perceptions and lead us to inadequate decisions. Training can provide the right tools to manage these aspects and it is particularly important in aviation security.



Closing remarks

By Capt. Samir Sajet, WFP - RASO-Sharjah

The 13th Global Humanitarian Aviation Conference was closed by Capt. Samir Sajet who highlighted the importance of working together to promote and enhance aviation safety worldwide, and thanked all participants for their contribution to a successful event and their continuous efforts to support the fight against hunger.



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