


OPERATIONS ADVISORY NOTICE (OAN)		 Transport Malta Civil Aviation Directorate Flight Operations Inspectorate Transport Malta Centre Trijq Pantar Lija LJA 2021 Malta
OAN Number: 04/21	Issue Date: 05 July 2021	
Subject: Support Programme Surveys and Questionnaires		

1.0 BACKGROUND

On 14th February 2021, CAT.GEN.MPA170/175/215 came into force. The novelty of some aspects of these new regulations and the change in culture and mentality required, have naturally created a few difficulties for some of the operators when it came to the implementation of policies in line with the regulation. From the onset, it has been the intention of the Authority to primarily educate and provide advice and assistance to operators, understanding that this is relatively uncharted territory within the industry.

The purpose of the OAN is to clarify the role TM-CAD will take in continuing to offer the support required to operators in the formulation of policies to enhance the effectiveness of the implementation of these regulations.

2.0 SUPPORT PROGRAMME

The regulation that has proved to be the most problematic to some operators was the introduction of CAT.GEN.MPA.215 - Support Programme.

The Authority solicits the attention of operators about certain crucial aspects of this regulation, namely:

- The monitoring of the efficiency and effectiveness of the programme (AMC3 CAT.GEN.MPA.215(a)(4))
- The link between the management system of the operator, provided the data is used for safety management and is anonymized and aggregated to ensure confidentiality (AMC3 CAT.GEN.MPA.215(b); and
- The promotion of access to the support programme for all flight crew. (AMC4 CAT.GEN.MPA.215)

Moreover, the Guidance Material provided with the regulation, offers a better insight about:

- the need for *pro-active* programmes;
- the facilitation of trust;
- senior management's demonstrated commitment to promote a proactive safety culture; and
- non-punitive operator policies that also cover the support programme.

3.0 OVERSIGHT

Once the support programme is implemented by the operator, as stipulated in OAN 03/19 Rev 2, the information required by the Authority will be in the form of de-identified data related to the usage of the programme by the flight crew, including those areas where flight crew sought assistance from the support programme. This data obtained periodically from the operator shall be analysed and a report will be generated accordingly.

3.1 Surveys and questionnaires

The Authority will be adopting a pro-active approach to ensure that the support programme remains effective and, if required, improved upon. For this reason, the Authority will, from time to time, generate surveys and/or questionnaires which operators will need to distribute to its flight crew. The responses are received directly by the Authority and are analysed in a confidential manner. The results of such surveys and/or questionnaires may lead to recommendations addressed to the operator and/or the Mental Health Professionals in charge of the programme.

It must be made clear that the main objective of the surveys and questionnaires is to continue to *educate* operators in the responsibility they have to sustain the holistic well-being of their employees in order to maintain the highest levels of flight safety.

3.2 Feedback

Operators are encouraged to come forward with questions, feedback and suggestions addressed to TM-CAD regarding regulations CAT.GEN.MPA170/175/215 to enable the authority to be of better assistance to all concerned.

Flight Operations Inspectorate