

CANSO-EUROCONTROL GLOBAL RESILIENCE SUMMIT ATTRACTS WORLDWIDE AUDIENCE

The COVID-19 pandemic has demonstrated that the resilience of the air traffic management (ATM) system, and the aviation system more generally, is fundamental to ensuring that it can plan for, manage, and recover quickly from difficult conditions. EUROCONTROL and CANSO hosted a Global Resilience Summit to explore resilience from multiple perspectives.

EUROCONTROL and CANSO organised a joint hybrid Global Resilience Summit on 8 and 9 December 2021. Together with participants on site at EUROCONTROL Brussels and around the world via live interactive video, we took a deeper look at how the interdependencies of human, technological and organisational resilience come together to position service providers for success.

Over the course of the two days, we:

- examined the resilience of our personnel;
- investigated how to improve organisational resilience;

- explored how to design and build resilience and agility into the ATM network;
- explored the technologies that can support resilience;
- examined what COVID-19 taught us about resilience.

The summit was piloted by EUROCONTROL's Tony Licu (Head of Safety Unit, Network Manager) and CANSO's Shayne Campbell (Safety Promotion Manager).

The Summit took off with welcome addresses by Eamonn Brennan (Director General, EUROCONTROL) and Simon Hocquard (Director General, CANSO).

Together, the welcome addresses painted the big picture for the aviation industry when it comes to resilience. Eamonn Brennan highlighted the success of the airports, airlines, and ATM industry in adapting to the evolving situation, but noted weaknesses in border security and uncertainty generated by government decision-making. Simon Hocquard summarised that *"If there's one thing the last 18 months has taught us, it's the incredible ability of individuals, organisations, industries, to move forward in the face of sometimes utter adversity. For me, that's the very essence of resilience."*





There was a keynote speech by Dr Catherine Bishop, former Olympic rower and diplomat, who reflected on resilience from a variety of perspectives, looking back on her experience in elite sports and diplomacy in conflict-affected parts of the world. EUROCONTROL's Dr Steven Shorrock then set the scene for the conference by looking back on eight interviews published in *HindSight* magazine.

Once at cruising altitude, the Summit traversed four sectors.

Organisational resilience

From an organisational point of view, resilience can be expressed as the capability of an organisation to respond to, or recover from, a crisis, a disruption, or any other unexpected event. Organisational leaders make decisions about resources and constraints that affect how their organisations adapt to unexpected challenges. This session brought together senior leaders from different parts of the industry to take a deeper look at how organisational resilience interplays with personal and technological resilience to better position service providers for success.

- Tim Arel, Deputy Chief Operating Officer, US Federal Aviation Administration
- Dr Hassan Shahidi, President and CEO, Flight Safety Foundation
- Ben Stanley, Associate Director, Egis Group

Technological resilience

As the industry continues to shift towards digital and more automated operations, technology is increasingly critical to resilient performance. Technological resilience, described as an organisation's ability to maintain acceptable service levels through, and beyond, disruptions to its critical processes and systems, is becoming an increasingly higher priority for ATM. Ensuring business continuity when unexpected events occur is significant for every ANSP. This session focused on the role that technology plays in resilient performance and discuss possible solutions that can enhance ATM delivery.

- Alex Bristol, CEO, skyguide
- Prof. Sarah Sharples, Chief Scientific Advisor, UK Department of Transport
- John Allspaw, Co-Founder and Principal, Adaptive Capacity Labs

Individual resilience

The people who ensure the overall resilience of an organisation, whether in operational, technical, support or management roles, can find themselves personally affected by chronic conditions and specific events. Personal resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress. This session took a deeper look at the importance of developing core skills to get through, recover and learn from difficult experiences.

- Dai Whittingham, Chair, UK Flight Safety Committee
- Carol Quinn, Counsellor, CISM interventionist and former ATCO
- Martin Bromiley OBE, Founder, Clinical Human Factors Group and professional pilot

Lessons learnt from the COVID crisis


The pandemic has had an unprecedented impact on the aviation community, exposing vulnerabilities

and areas for improvement in the way ATM deals with unexpected events. The session brought together thought leaders from ATM to discuss some of the most important lessons learnt as a result of a prolonged downturn in traffic, as well as initiatives to support the industry's restart and recovery.

- Han Kok Juan, Director General, CAA Singapore
- Michelle Bishop, Director of Programmes, CANSO
- Razvan Bucuroiu, Head of Airspace and Capacity, EUROCONTROL

Resilience for the next crisis

The final approach concerned resilience for the next crisis. In this session, Steven Shorrock joined the flight deck to facilitate an engaging rapid-fire question and answer session with speakers from Day 1 and Day 2, covering resilience at all levels from regulators and senior leadership, through teams and individuals, in the technological and organisational contexts.

The event landed smoothly with a summary from the Summit pilots Tony Licu and Shayne Campbell. 

Watch the Global Resilience Summit on YouTube.

Day 1 – Welcome addresses | Keynote address | Setting the Scene | Organisational Resilience | Technological Resilience
<https://youtu.be/jUwYv1KJoLE>

Day 2: Individual resilience | Lessons learnt from the COVID crisis | How to be resilient in the next crisis | Summary
<https://youtu.be/rE8RI6dZaIE>

See also the EUROCONTROL webpage for the event:
<https://www.eurocontrol.int/event/canso-eurocontrol-global-resilience-summit-2021>