



Eyes wide open on human trafficking: air travel is often the last clue.

Standard Operating Procedures: A brief essay on the importance of adhering to them

By Eduardo MORTEO Bastos



Modernizing the AQD Portal

By Matheus Motta



editorial

Dear reader,

In this edition, we present an article written by ASAGOL's Social Assistant, Fernanda Bastos, whose theme we believe to be of great interest to flight crew: human trafficking. Unfortunately, air transport is one of the main ways to carry people who are victims of this crime - people who will be exploited for sex tourism, forced labor and illegal adoption of minors. According to the UN, the biggest victims are children and women. Hence, ICAO and IATA have recommended means of detecting passengers in these conditions as early as during check-in but also in flight.

In his article, the flight attendant and EC-PREV Gustavo Tsuboy addressed an issue that affects the aircrew in general and flight attendants in particular: RSI and WMSDs (Repetitive Strain Injury and Work-related Musculoskeletal Disorders). Many colleagues do not pay special attention to the personal care we must have with our bodies at work and are unaware of the obligations of employers to ensure conditions that are more adequate for the daily routine. We hope that with this article our readers can solve their questions and learn more about RSI and WMSDs.

Gol has brought in an article about the use of the new AQD platform. More simple and interactive, the portal will allow for faster and uncomplicated filing of reports and follow-up by the flight crews.

We have directly brought from IFALPA a Position Paper, which reinforces the Federation's view of unruly passengers. According to IFALPA, several stakeholders directly or indirectly associated with flight operations must mobilize to prevent these passengers from boarding. It also makes recommendations on prevention, detention, policies against people who board under the influence of alcohol or drugs, training of personnel dealing with passengers and the standardization of punishments around the world.

Additionally, we have a couple of news for our readers.

At the invitation of ASAGOL, DELTA MEC, the Council representing Delta pilots within the American Air Line Pilots Association (ALPA), wrote a new column for the magazine. The debut article discusses the importance of preserving the skills of manual flight, creating barriers against accidents and avoiding complacency with the use of automation. The text also gives tips on how the pilot, while following airline policy, can exercise these basic skills.

The partnership with DELTA MEC honors us greatly, and we are certain that it will bring unique opportunities for the exchange of knowledge and experience with our Delta Air Lines colleagues.

Finally, ASAGOL itself authored a new column for the magazine that, in its first text, talks about the adherence to airlines' operational standards. By showing some examples, we will demonstrate how important it is for pilots and flight attendants to follow, properly and without complacency, the procedures standardized by the airline.

Enjoy your reading!

Capt. Mário Sérgio Amato Júnior
President of ASAGOL

Highlights of this edition



5

Eyes wide open on human trafficking: Air travel is often the last clue

9

RSI and WMSDs – Their relation to the activity of Cabin Crew



11



ASAGOL Safety Alert #01

12

Standard Operating Procedures – A brief essay on the importance of adhering to them

ASAGOL LOUNGE

DELTA MEC LOUNGE

15

Manual Flight Skill Maintenance

16

Unruly Passengers

IFALPA LOUNGE

GOL LOUNGE

18

Modernizing the AQD Portal



Associação dos Aeronautas da GOL

Av. Washington Luís, 6817 - sala 22- Aeroporto

04627-005 - São Paulo - SP

Fone/Fax: +55 (11) 2364-1810 / 5533-4197 / 97691-6599

www.facebook.com/face.asagol

www.asagol.com.br




Aircrew insurance with Lacourt!




Dedicated
service
for pilots
and flight
attendants.



Custom-
oriented
consultants.




Coverage that
fits your needs,
with no one-
size-fits-all
packages.



Reduction of
costs from
insurance
customized to
suit every need.

We have 25-years' experience in the market, meeting the most varied and challenging demands and needs of our customers. More than just an insurance broker, we are an advisory firm that works to guarantee that the coverage you need is cost-effective like you deserve!



**GET A QUOTE
AND SEE THE
DIFFERENCE
OF BEING A
CUSTOMER OF
LACOURT'S!**

LACOURT
ASSESSORIA

 11 4034-1814  11 99631-1418
www.lccseguros.com.br



We work with the leading insurance companies | Auto, Residential, Travel,
Loan Security, Dental, Health and others.

Eyes wide open on human trafficking: air travel is often the last clue

By Fernanda Bastos Sena*



Human rights are fundamental and non-transferable, guaranteed to everyone regardless of sex, race, ethnicity, social class or nationality. They are guaranteed to individuals by their human condition, regardless of the individual's relationship with a certain State, and are constitutionally conceived and secured.

Human trafficking is a complex issue and its understanding calls for a series of debates, studies and research in order to raise awareness and improve how we tackle it while focusing care on the victims.

What it is and how it happens

The recruitment, transportation, transfer, harboring or reception of persons by means of threats characterizes the trafficking of human beings. Abduction, fraud, deception, delivery or acceptance of payments in order to obtain or authorize the exploitation of a person - most often including sexual exploitation, forced labor or modern slavery, extraction of organs, illegal adoption or using people as "mules" for drug trafficking also characterize crime.

In recent years, human trafficking has reached alarming dimensions and, unfortunately, it is still something deeply rooted in our country. The established model of globalization is one of the causes of this growth. It concentrates riches in specific regions of the planet and in some social classes, triggering an increasing migratory flow in which adults in situations of vulnerability are induced to accept false promises of work in others countries, behind which the exploitation and trafficking of persons are masked.

Although many cases involve Brazilian victims, it is important to note that Brazil has also been a destination and transit country for victims, such as women and adolescents for sexual exploitation and men to be trapped in modern forms of

slavery. Most victims are women recruited for fake job advertisements or casual encounters, and children sold by poor or abducted families for sexual exploitation, illegal adoption, begging, and slave labor.

Domestic trafficking is intense in Brazil and occupies a high position in the world context of this crime. It moves large sums of money and, according to data from the United Nations, is the third most profitable type of trafficking, behind firearms and drugs.

Human trafficking is one of the most serious disregards for the inalienable human rights, since it exploits the person, degrades their dignity and limits their freedom to come and go. However oppressed and wounded that a person may feel in a situation of abandonment, they continue to have their personal identity. The victim of human trafficking, on the other hand, is considered as other people's property, having their identity deconstructed from person to commodity and their human rights completely violated.

Victims rarely seek help because of fear of trafficker or language barriers, and the trauma is so great that they do not identify or attempt to escape the abusive situation in which they are living.

It is worth mentioning that victims of human trafficking can also enter a state or region legally and face exploitation later. If there is proven threat, coercion, fraud, vulnerability or the provision of advantages to those who have authority over others, consent becomes irrelevant and the crime of trafficking in persons is established.

Tackling the problem

In addition to public policies that could be more efficient, it is necessary to raise awareness of Brazilian society regarding this crime. In this context, it is essential that flight crewmembers and all aviation personnel be trained to understand what constitutes this crime and thus better detect it.

Unfortunately, the extensive reach of the global air transport network makes the airlines attractive to traffickers in their attempt to facilitate their own activities. By receiving the proper training, people working at airports, airlines and ground handling can recognize and report a suspect situation of human trafficking according to what they observe.

When recognizing signs of trafficking it is important that the cabin crew have correct information on how to act and can ensure the passengers' safety, behaving discreetly and avoiding confronting the trafficker or rescuing the victim.

On June 5, 2018 in Sydney, Australia, the 74th Annual General Meeting of the International Air Transport Association (IATA) unanimously approved a resolution denouncing human trafficking and committing to various combat actions.

"Aviation is the business of freedom, and last year alone it carried 4 billion people to every corner of the globe. However, some people try to misuse our networks. Trafficking puts millions in misery and finances criminal gangs and terrorism. As a responsible sector, our members are determined to help the authorities to eradicate human trafficking."

Alexandre de Juniac (Director General and CEO) – IATA, 2018

The union between civil society and the various sectors of the State presents itself as a solution to combat a crime that is very well organized. Government authorities should establish clear, practical and discrete mechanisms to denounce trafficking activities in the air transport system. Only united and well-articulated will we be able to face a crime that, so far, has been more organized and efficient than those who fight it.

If the crime is organized, we need to be organized, as well.

In its Guidance on Human Trafficking, the International Air Transport Association (IATA) proposes the creation of a specific policy on the recognition of human trafficking, feasible and translatable into practical operating procedures.

IATA also emphasizes that the policy may include a positive statement of support to minimize and/or prevent human trafficking, consisting of the following provisions:

- Provide adequate training for airline staff (e.g. cabin crew and ground personnel) to detect and deal with suspected cases and victims;
- Pay particular attention to possible signals of human trafficking;
- Encourage crew to report signs of human trafficking detected at check-in, boarding gate and on board;
- Report to the local authorities when cases occur and/or are suspected with the provision of further support when necessary.

The policy could also address the following issues:

- Training (periodically, if necessary);
- Handling of possible victims and perpetrators on the ground;
- Handling of possible victims and perpetrators on board;
- Responsibilities of crew members and pilot-in-command;
- Communication with authorities (who does what, how and when).

For an effective identification, it is necessary to acknowledge the problems and the issues behind this crime, to evaluate the concrete circumstances of each situation and to understand that each case is singular and every situation is different.

For example, when the trafficked person is used as a “mule” for drug trafficking, since the substance is ingested for transportation, there is a great possibility that things might go wrong during the flight. Often the ingested drug capsule may burst, causing severe stomach pain, seizure, or even death onboard.

There are situations in which the victim may be traveling alone, accompanied by another victim and/or some member of the trafficking network, the latter controlling the victim at each of the stages of the trip. Often the drug mule is taken to the transport terminal by a recruiter and a third party awaits at the destination terminal. Although there is no one accompanying in person, the victims know that they are being monitored.

It is worth mentioning that, although there is a group more susceptible to this crime, any person



may be a victim of human trafficking, regardless of origin, age, gender, social status or any other indicator.

Elements that constitute human trafficking

The elements that constitute human trafficking are the action, the means and the purpose.

- **Action:** recruitment, transportation, transfer, harboring/receipt.
- **Means:** threat, use of force, kidnapping, fraud, abuse of power and vulnerability situation or the giving or receiving of payments or benefits to achieve the consent of a person having control over another person.
- **Purpose:** prostitution, sexual exploitation, forced labor, slavery, extraction of organs, forced marriage, illegal adoption, etc.

As said before, trafficking has several stages; however, it is necessary to identify all these elements when establishing a crime.

At the recruitment stage, usually a third person arranges the travel and work documents and as the charges and costs of the agent are excessive, the trafficked person contracts a debt, which the family in the country of origin is responsible for paying. In another situation, the person may have traveled abroad with the help of a smuggler (coyote), but upon arrival at the country of destination, was handed over/sold to traffickers.

Another important factor is that, normally, the trafficked person makes the visa application several times and is denied a visa in all of them. Thus, their documents are confiscated and the person is left with only a false document. This prevents the victim from moving freely without permission or control, leading them to live at their workplace or with a large number of people, also trafficked.

The person may feel stuck and hopeless because of the debt they got with the criminal network, either by buying the ticket, lodging or food, by their irregular status in the country of destination or due to the threat of physical and/or sexual violence to family members. They are afraid of being outcast, deported or imprisoned because of their irregular condition and may show behaviors of anger, nervousness, anxiety, fear, etc.

In suspicious situations, ask the right questions

According to IATA (2019), in recognizing the signs of human trafficking, it is important that cabin crew have correct information on how to act and ensure the safety of passengers, always behaving discreetly and avoiding confronting the trafficker or rescuing the victim.

It is also necessary to notify the other crewmembers and initiate non-threatening conversations with the suspected victim, discreetly asking:


- **Why are you traveling?**
- **Are you visiting relatives?**
- **What are your plans?**
- **Do you know or have you ever had contact with the people waiting for you at your destination?**
- **Which places would you like to visit?**

In the list of indicators, it should be observed by both ground personnel and flight crew members if the person is disoriented or confused, showing signs of abuse, whether the passenger is in control of their own documents, if they seem trained on what to say and whether they are free to move. Another very important factor is if the suspected victim avoids eye contact and is dressed according to the weather conditions in the destination. If they are not alone, check if their companion is nervous and prevents them from answering the questions.

After the conversation, observe and assess the situation. Inform the additional details to the pilot-in-command and other crewmembers, report the information according to company procedures, and be prepared to assist the person if they confirm that they are in imminent danger.

Detecting cases of human trafficking is not easy, but simple and practical steps can be taken to identify suspected victims and report cases. The cabin crew is in a privileged position because most of the time they travel for hours with those involved and are able to spot even the smallest signs and behaviors.

It should be noted that the overall responsibility for identifying and apprehending human trafficking is solely to state regulators and enforcement agencies. However, airlines can play an important support role by acting as an additional set of eyes and ears.

That is why it is important to keep your eyes always open, because air travel is often the last clue. 

References:

- IATA - **Guidance on Human Trafficking**. Available at > <https://www.iata.org/policy/consumer-pax-rights/Documents/human-trafficking-guidelines-v1.pdf> Accessed on: Jan 20, 2019.
- Lucicleia Souza and Silva Rollemberg, Marcos Leôncio Souza Ribeiro, Raul Miranda Menezes. **Guia de enfrentamento ao tráfico de pessoas**. Brasília: Ministry of Justice, National Department of Justice and Citizenship, Department of Federal Police, 2016.
- ALMEIDA, Luciana Campello Ribeiro; NEDERSTIGT, Frans. **Critérios e Fatores de Identificação de supostas vítimas do tráfico de pessoas**. Available at > <http://www.justica.gov.br/sua-protecao/trafico-de-pessoas/publicacoes/anexos/criterios-e-fatores-de-identificacao-de-supostas-vitimas-de-etp.pdf> > Accessed on: Feb 1, 2019.
- Ana Luiza Fauzina, Marcia Vasconcelos and Tha's Dumêt Faria. **Manual de Capacitação sobre Tráfico de Pessoas**, 2009. OIT.
- Brazil. National Department of Justice. **Política nacional de enfrentamento ao tráfico de pessoas** / National Department of Justice. — 2nd. ed. — Brasília: SNJ, 2008. Direitos Humanos e Tráfico de Pessoas. Available at:> <https://cursosabeline.com.br/estudando-direitos-humanos-e-trafico-de-pessoas-0> Accessed on: Jan 28, 2019.

***Fernanda Bastos Sena** é Assistente Social, Especialista em Práticas do Serviço Social nas Políticas Públicas.

RSI (Repetitive Strain Injury) and WMSDs (Work-related Musculoskeletal Disorders) – Their relation to the activity of Flight Attendants

By Gustavo Tsuboy



Opening, closing the aircraft door, crouching, and lifting several times are repetitive behaviors in the flight attendant's daily routine. Nevertheless, is enough attention paid to that?

Like aircraft crews, most people do not usually worry about how they perform certain tasks that require physical effort.

The problem begins with discomfort, which quickly turns into localized pain. Time passes and the pain persists. It is then realized that regular activities become complicated as pains limit professional performance.

The growth of this disease is related to the conditions and demands of the labor market and the changes in work organization.

RSI/WMSDs are injuries resulting from the excessive use imposed on the musculoskeletal system and the lack of time for recovery. They are characterized by the occurrence of several symptoms, usually in the upper limbs, such as pain, paresthesia (numbness or tingling), a heavy feeling and muscle fatigue. They cover clinical conditions of the musculoskeletal system acquired by the worker subject to certain working conditions. (KUORINKA & FORCIER, 1995).

Infrastructure aspects are factors that trigger this problem, in addition to poor organization and flaws in administrative strategies and organizational culture. It is not just tiresome activities that cause physical and mental exhaustion, but also monotonous and repetitive activities that require little creativity and

cognitive performance can affect the health of the employee, leading to stress and disinterest.

Characteristically hidden symptoms and underreporting hinder early interventions, leading to prolonged productive incapacity when there is an injury and postponing the implementation of new prevention practices and campaigns. Therefore, discussing the subject is of paramount importance.

According to data presented by the Brazilian Federal Government in 2017, about 100,000 Brazilian workers are annually removed from their activities due to RSI/WMSDs, raising concern to the health ministry and the social security office, which bear the financial burden of these illnesses.

In the case of many crewmembers, the search for medical help only happens when the pain becomes unbearable or the airline recommends their withdrawal from their labor activities.

In flight, especially during on-board service, a flight attendant performs several repetitive movements, often quickly, such as crouching and shoulder, arm and hand movements, which together with poor posture, aggravate the injury.

Rights

Many sick workers, after unsuccessfully trying to re-enter the labor market, due to their pain and incapacity condition, file a suit with the labor court seeking the reintegration or indemnification. Not only aircrew but other categories of workers are affected

by these disorders, such as banking, construction and food industry workers, metalworkers, and systems analysts, among others.

These workers, incapacitated by these diseases, may retire due to permanent disability or may be temporarily removed from their professional activities with the receipt of disability benefits.

Both repetitive work-related injuries and those not related to it can be supported by the Brazilian Social Security (INSS) payer and the illness is in a stage that causes total or partial incapacity, temporary or permanent.

To the Aircrew

According to the collective labor agreement signed between the SNA and SNEA, "Companies shall pay, as of December 1, 2018, life insurance for the benefit of their flight crew employees, at no cost to them, covering death and permanent disability, total or partial, in the amount of R\$ 16,669.03 (sixteen thousand, six hundred and sixty-nine reais and three cents)".

Main causes of RSI/WMSDs

- Automated, repetitive and often hasty work;
- Long work hours without due rest;
- Bad eating habits;
- Limited social life;
- Lack of guidance by safety and/or occupational medicine professional;
- Lack of knowledge of the worker and/or employer on the subject.

What to do to avoid RSI/WMSDs?

It is recommended that aircrew create a lifestyle focused on promoting health and well-being, as well as good physical conditioning, practicing regular physical activities and exercises aimed at muscle strengthening. CrossFit practitioners should be alert to how this activity that can harm

the musculoskeletal system;

- Healthy diet;
- Drinking at least 2 liters of water daily;
- No smoking;
- Avoiding alcoholic beverages.


Role of the employer

Airlines should maintain an educational program with the goal of reducing the risks inherent to work activities and invest in preventive actions such as ergonomics, acquisition of personal protective equipment (PPE), hiring and updating of occupational safety professionals, lectures, and adoption of precautionary measures pertinent to their area of activity.

For the flight crew, safety, health and environment (SHE) lessons are included in the initial training and revalidation program, which discuss many points inherent to the flight attendant profession. Personal protective equipment (PPE) such as hearing protection, oven safe gloves and sunscreen are also provided to crewmembers.

Given their importance, the RSI/WMSDs should be treated with great attention and it is up to the flight crew to take the necessary care since they are directly exposed to an environment conducive to the development of these lesions.

The removal of the worker for medical care happens at a very high cost for the company, thus reducing labor productivity and favoring the increase of the absenteeism rate. This fact justifies the investment in preventive activities by the employer.

On the other hand, it is necessary for the flight crew to be aware of these diseases and how they can prevent them, seeking best practices in prevention or at least appropriate treatment, as a last resort. 

References:

- 1 - <http://siaibib01.univali.br/pdf/Pamela%20Soares.pdf>
- 2 - <http://www.scielo.br/pdf/prod/v25n1/0103-6513-prod-0103-6513-2014-023811.pdf>
- 3 - <https://revistas.unifacs.br/index.php/redu/article/viewFile/3019/2189>
- 4 - <http://bocchiadvogados.com.br/noticias/geral/direitos-das-pessoas-que-tem-lesao-por-esforcos-repetitivos>
- 5 - National Flight Crew Union - SNA. **Regular Aviation Collective Labor Convention 2018 - 2019**. Jan.2019. Available at: <https://www.aeronautas.org.br/62-leis-e-documentos/8151-conven%c3%a7%c3%a3o-coletiva-de-trabalho-da-avia%c3%a7%c3%a3o-regular-%e2%80%93-2018-2019.html>
- 6 - BRAZIL – Ministry of Health. **Repetitive strain injury (RSI)**, Dec. 2017. Available at: <http://www.brasil.gov.br/noticias/saude/2012/04/lesao-por-resistenteco-repetitivo-ler>

**Gustavo Tsuboy, graduated in civil aviation from Anhembí Morumbi University. He is an accredited element in aeronautical accident prevention - ECTPA and served as flight attendant for 6 years.*

Have you ever wondered how we can make mistakes based on the procedures established by airlines in their manuals?

- Misinterpreted procedures;
- Overconfidence (after all “I do this every single day”);
- Belief that the procedures have not been well formulated and therefore there is an easier way to perform them;
- Extremely long-winded manuals that can lead pilots and flight attendants to act unsatisfactorily in tasks with different levels of complexity;
- Non adherence to established criteria for stabilized approaches;
- **Fatigue during the working day;**
- Poor communication inside the cockpit;
- Ineffective communication between management and crewmembers;
- Complacency among crewmembers;
- Leniency shown by managers with regard to possible errors in management procedures (updating of manuals, risk management and mitigation tools, determining errors and violations committed by their crewmembers, complexity of the information passed on to crewmembers, etc.);


We have great responsibility in our hands. During a flight, pilots tend to be the last barrier among the lines of defense against aviation accidents. So we must think carefully before making decisions.

- You may think that your way is better than what is written in the manuals. However, the procedures described there exist for a reason. They will ensure that actions taken in flight succeed without compromising operational safety;
- Think long and hard before you decide to deviate from a procedure established by the airline’s manual. It can endanger the lives on board the aircraft;
- **Stabilized approach saves lives!**

- Respect Safety Windows! They exist to increase flight safety!
- **Is it worth it to disregard certain operational restrictions, company policies and air traffic rules to streamline my work, teach something new to my co-pilot or make a good impression on the company?**
- Should I worry and pay more attention to that procedure that I religiously perform every single day? You may even feel too confident to value the procedural briefing and comply with “automatic” restrictions!
- That briefing was too fast. Is there something missing?

Managers are also of great importance in this context! Great managers will always consider:

- Are my policies and procedures clear?
- Did I create and maintain good communication channels with my crew?
- How interested am I in listening to the feedback from my crew?
- **Do my policies fairly address errors and violations (misconduct) committed by my crew?**
- Do my manuals respond objectively and safely to my crew?
- Is my manual long-winded? Can my procedures be complied with safely? Do I offer a safe space for my crew to help improve my manuals?
- Am I being fair when judging an error or violation committed by my crewmembers? Could I improve judgment policies?
- Do I offer a good organizational climate? Can I improve it?

ASAGOL believes and recommends that errors and violations be treated openly among all those involved in operations and operational safety activities. Crewmembers and managers alike have great responsibility in building organizational and flight safety culture that allow for safe operations without deviations, in which the relationships between them are always based on trust and fairness. 

Standard Operating Procedures – A brief essay on the importance of adhering to them

By Eduardo MORTEO Bastos*



It is well known that aircraft operation requires the fulfilment of a series of procedures and complex checks and, therefore, errors can be committed (e.g. inattention, lapses, misunderstandings) in normal, abnormal and emergency situations (FAA, 2017). Although an error is a predictable human response to the complexity of a task associated with the individual's experience, physical and mental state as well as national and organizational culture (Tagliapietra and Bertolini, 2007), it cannot passively be admitted to occur. The introduction of operational policies based on standard operating procedures was the industry's most appropriate means of avoiding such errors, especially in high workload flight phases.

According to ICAO (2003), SOPs - Standard Operating Procedures are universally recognized as a basic instrument for safety in air operations and, according to the Flight Safety Foundation (2009), standardized tasks and duties assigned to a crew for each phase of flight should be accurately identified and described, including when, and how each task should be performed. SOPs will also provide a basis for standardization and establishment of a work environment conducive to assertive communication and

task coordination among crewmembers, two core elements of crew resource management - CRM that rely on sharing a standardized mental model for each type of task performed on board. Given their importance, it is imperative that air carriers maintain and regularly update their SOPs.

Degani & Wiener (1991) describe that the development of a SOP must rely on 4 fundamental pillars:

- Philosophy;
- Policies;
- Procedures;
- Practices.

Philosophy is the basis for the operation and it is how the procedures will be substantiated. The organizational culture will be a reflection of the philosophy proposed by the company and will guide how policies are created and applied.

Policies will be guided by the influence of commercial and operational aspects and will describe the procedures of training, en-route operations, maintenance, conduction of the work group, and assessment of deviations from the procedures for each position.



Procedures will describe what the task is, when, by whom, how and in what sequence the actions are to be performed.

Practices are the activities described in the procedures that crewmembers must follow. They are the actions carried out in flight.

Although unwanted, deviations from procedures can occur due to misinterpretation of SOPs or to the belief that the crewmember will not make mistakes - based on repetition of procedures (comfort zone) that may even generate boredom and frustration. In the latter case, pilots and flight attendants may believe that procedures described in the manuals are not appropriate or are ineffective for a particular moment of the operation; feelings that can just as well be the outcome of an extremely complex, unjust, long-winded manual that limits the creative power of these crews.

Intentional or unintentional deviations from the described procedures are indicated as causal factors of aviation occurrences. (Flight Safety Foundation, 2009).

In 1987, a Northwest DC 9-82 did not get sufficient lift during takeoff and crashed. The National Transport Safety Board - NTSB (1987) attributed the occurrence to the fact that the pilots did not correctly set the leading and trailing edge flaps, probably because of the sudden increase in the workload observed at the stage where the pilot responsible should configure their positions. The Central Aural Warning System (CAWS) was inoperative, preventing audible and visual configuration error alerts for takeoff from being issued by the aircraft system. However, before the takeoff, it was expected that the pilots checked the flaps position through the checklist while taxiing to the waiting point of the runway in use for takeoffs. According to voice data collected

Factors of understanding and adherence to SOPs	% of events
Omission of or inappropriate action	72%
Non adherence to established criteria for stabilized approach	72%
Inadequate coordination between flight crew, cross-check and back-up	63%
Insufficient situational awareness	52%
Inadequate or insufficient understanding of existing conditions	48%
Slow or delayed actions	45%
Deliberate non-adherence to procedures	40%
Incorrect or incomplete communication between pilot and controller	33%
Ineffective interaction with automation	20%
Failure to perform a go-around when required	17%

Table 1: Causal Factors for Accidents Involving Standard Operating Procedures in Approach and Landing Phases - Flight Safety Foundation 1998-1999

by the CVR - Cockpit Voice Recorder of the aircraft, not only did the Captain fail to perform the checklist but also the First Officer did not query him about the abnormal delay in the call for the checklist. According to the SOP section of the APH Northwest's Airplane Pilots Handbook "it is the captain's responsibility to call for the appropriate checklists (...) The First Officer shall query the Captain if there is any abnormal delay in calling for any checklist."



In 2018, an ERJ-190-100 IGW aircraft operated by Mexicana Aerolitoral took off from the Durango international airport to Mexico City, but during the maneuver, the already airborne aircraft encountered wind shear. The E190 touched the runway again violently, stopping yards beyond the opposite threshold.

The final investigation report (Secretaría de Comunicaciones y Transportes, 2018) pointed out that the flight captain - who did not have prerogatives and authorization to instruct other pilots in the aircraft - trusted a newly-hired pilot, with only 64 hours of simulator training and on board as an observer pilot, to act in the position of first officer for purposes of en-route instruction. This complacent decision of the crew transgressed airline procedures.

At the conclusion of the investigation, they determined as the probable cause within the field of human factors, that the crew suffered loss of situational awareness because the captain was instructing a student pilot without the company's authorization; moreover, due to this, they failed to follow other procedures required in manuals: sterile cockpit, use of takeoff parameters for wet runway conditions and takeoff in wind shear conditions.


As described by the US Federal Aviation Administration (2017), implementing any procedure as a SOP will be most effective when:

1. The procedure is appropriate to the situation;
2. The procedure is practical;
3. Crewmembers understand the reasons for the existence of such procedure;

4. The Pilot Flying (PF) and Pilot Monitoring (PM) duties are properly delineated;
5. Flight training is conducted effectively;
6. Adherence to the standard is emphasized by the flight crew and reinforced by instructors, check pilots and managers alike;
7. Crewmembers are aware of potential risks/hazards if SOPs are not followed.

In conclusion, adherence to procedures has a strong influence on how company managers create, inform and impose SOPs, and provide quality channels to those who put them into practice. It is essential that managers listen to the crew through these channels so that they can contribute to the updating of procedures.

In their policies, attention should be paid to the fairness in analyzing errors and even violations, relating these events to possible inadequate procedures. One must thoroughly seek out the reason why pilots commit intentional or unintentional deviations.

Moreover, since the pilot is the last line of defense, his/her responsibility is unmatched. The pilot monitoring the PF must consistently follow the SOPs, assertively communicate deviations made by other crewmembers, relinquishing any kind of complacency in the face of inappropriate actions by colleagues, maintain a high degree of vigilance, and alert the PF if any improper behavior is detected in the aircraft and its systems, intervening if necessary. 

References:

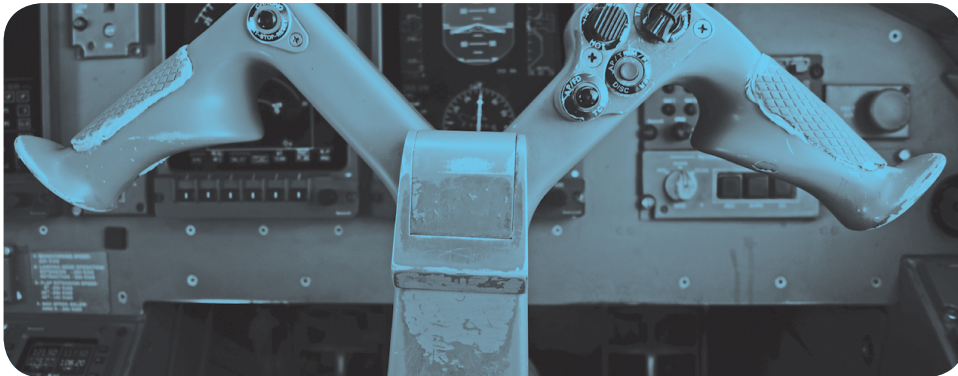
- 1 - UNITED STATES OF AMERICA, Federal Aviation Administration, **Advisory Circular 120 – 71B – Standard Operating Procedures and Pilot Monitoring Duties for Flight Deck Crewmembers**, 2017. Available at: https://www.faa.gov/documentLibrary/media/Advisory_Circular/AC_120-71B.pdf
- 2 - TAGLIAPIETRA, Odacir M.; BERTOLINI, Gevsler R. F. **Ciências sociais em perspectiva**, v. 6, n. 10, sem. 1, 2007.
- 3 - MEXICO, Secretaría de Comunicaciones y Transportes, **Informe Final de Accidente – Exp. No. ACCDTAFA034/2018MMDD0, 2018**. Available at: <http://www.sct.gob.mx/fileadmin/DireccionesGrales/DGAC-archivo/modulo4/informe-final-accdtafa0342018mmd0-22022019.pdf>
- 4 - DEGANI, A. AND WIENER, E. L. **Philosophy, policies and procedures: The three P's of flight deck operations**, Columbus, Ohio, 1991.
- 5 - UNITED STATES OF AMERICA, National Transport Safety Board, **Final Report N°AAR-88/05 Northwest DC9-82 N312RC**, Washington DC, August 16, 1987. Available at: <https://libraryonline.erau.edu/online-full-text/ntsb/aircraft-accident-reports/AAR88-05.pdf>

***Eduardo MORTEO Bastos** is ASAGOL's Safety Analyst. He is a Commercial Pilot, graduated in Aeronautical Sciences and graduating in Psychology. He holds a postgraduate degree in Flight Safety and is an Operational Safety Manager accredited by the National Civil Aviation Agency (ANAC). He participated in the preparation of the Flight Instructor Manual - MIV, developed at the National Training Committee of the CNPAA - National Committee for the Prevention of Aeronautical Accidents. He was also coordinator of professional courses for Private and Commercial Pilot and Flight Instructor.



Manual Flight Skill Maintenance

By Capt. Scott Hammond



Hand flying is fun, especially in a benign environment where it can best be enjoyed and where the returns outweigh the risks.


In the past decade, “loss of control” has been the number one cause of commercial aircraft fatalities worldwide. Icing, primary instrument failures, and mismanaged automation have all resulted in undesired aircraft states that require manual flying skills to assure aircraft control.

Pilots cannot be expected to promptly and correctly intervene from an automation problem without occasionally practicing manual flying skills, both in the simulator and in the aircraft. Properly designed simulator exercises during initial and recurrent training are very effective, but only when combined with simple and safe cross-check exercises regularly practiced in flight.

Hand flying with just the autopilot off addresses motor skills but doesn’t do much for our cross-check if all we’re doing is following the flight director. Turning off all the automation gets to the heart of the problem of instrument scan but changes the responsibilities and workload of the pilot flying (PF) and pilot monitoring (PM). There is a fine balance between improved safety and compromised safety if we don’t think through our actions during flight.

Carriers should consider the following baseline guidance when developing authorized in-flight exercises:

- Pilots should pick a low-workload environment, brief beforehand, and observe sterile flight deck during any in-flight automation exercises. The most benign flight environment is typically during climb or cruise.
- Briefly turning the flight directors off (while leaving the rest of the automation on) helps improve pitch recognition without an increase in workload.
- Occasionally cross-checking the standby instruments helps prepare for that day when the primary indicators might fail.
- Briefly deselecting and then reengaging all the automation sharpens scan while raising awareness of display changes as the autopilot, autothrust, and flight directors are turned off and then back on.

Of course, we all should be able to take off and land without automation, but in highly congested airspace or anything other than ideal conditions, the traffic pattern is not the best place to practice. Hand flying is fun, especially in a benign environment where it can best be enjoyed and where the returns outweigh the risks. (Hand) Fly safe! 



Unruly Passengers

Introduction

IFALPA notes the ever-increasing number and degree of severity of incidents involving unruly passengers on board aircraft worldwide.¹ The term unruly passenger refers to any passenger who fails to respect the rules of conduct while on board an aircraft or refuses to follow the instructions of crew members, thereby disturbing good order and instruction and discipline.² Unruly behaviour includes assault of other passengers or crew, sexual abuse or harassment, abusive consumption of alcohol and/or narcotics, refusal to comply with safety instructions, making threats that could affect the safety and security of the crew, passengers and aircraft, and other types of disorderly behaviour that impact good order and discipline on board.

In many cases unruly passengers already showed distinctive or deviant behaviour during the period before boarding an aircraft which needlessly remained unidentified. Furthermore, unruly passengers rarely face prosecution or other legal or economic sanction because of jurisdictional issues or lack of a proactive attitude of the State.³

Position and recommendation

Despite the complexity of the issue, there are practical steps that can be taken to prevent and manage unruly passenger incidents, and which can contribute to increased safety.

1. Prevention and deterrence

Safety in the air begins on the ground, and unruly passenger incidents are best managed in a preventive manner by keeping unruly behaviour on the ground and off the aircraft.

All aviation stakeholders, including States, airports, airlines, and especially all ground and air personnel should have responsibility for, and be actively involved in, the prevention and recognition of unruly passenger behaviour.

The primary goal should be to prevent potentially unruly passengers from boarding an aircraft and should consist of a clear 'zero tolerance' policy. Awareness and warning campaigns, and an effective incident management system, including procedures for refusal, should be

developed swiftly by the authorities at the appropriate level.

Awareness and warning campaigns should emphasise passengers' obligations and make clear that unruly behaviour on board will not be tolerated and will be punished accordingly, whereby a pro-active enforcement policy of all States is necessary.

2. Alcohol and drugs policy

Intoxicated persons should not be allowed to enter any aircraft. Excessive consumption of alcohol either before the flight or on board should not be tolerated and passengers should not be allowed to consume their own alcohol on board. Potentially disruptive passengers should not be served any alcoholic beverages. The only acceptable drugs on-board should be those used for medicinal purposes.

3. Training

All personnel dealing with passengers should receive appropriate information (e.g. legal rights of the Aircraft Commander/crew member/staff member) and adequate training for dealing with unruly passengers (e.g. prevention, negotiation skills, defensive self-defence, reporting, etc.).

All employees should understand the importance of preventing passengers who exhibit unruly behaviour from boarding an aircraft and should be empowered to prevent such passengers from boarding. Judges and police officers working in airport areas should also be trained to provide adequate legal response to unruly behaviour from passengers.

4. Uniform Prosecution and Enforcement Worldwide

Prevention and deterrence relies on uniform international law to ensure that States have the necessary legal tools to be able to enforce criminal or other sanctions as appropriate, so that unruly passengers are held accountable for their misconduct. Lack of jurisdiction is the main reason for failure to prosecute unruly passengers at foreign destinations. In other cases, some countries lack specific provisions in their relevant laws to allow for the arrest and prosecution of unruly passengers even when jurisdiction is not an issue.

Tokyo Convention 1963 (TC63):

TC63 grants jurisdiction over offenses and other acts committed on board aircraft to the State of registration of the aircraft in question. This causes issues when the Aircraft Commander delivers or disembarks an unruly passenger to the competent authorities who may determine that they do not have jurisdiction (as the State of landing) when the aircraft is registered in another State. Likewise, the police and authorities of the State of registration may have little connection with an incident taking place in another country. The result is that the unruly passengers are often released and allowed to continue their journey without facing any sanctions for their misconduct.

States have now recognized that TC63 no longer provides a sufficient legal framework for dealing with unruly passenger behaviour due to jurisdictional gaps and the lack of clarity as to what constitutes an offense.

Montreal Protocol 2014 (MP14):

The MP14, adopted on 4 April 2014, amends the Tokyo Convention to provide States with a clearer jurisdictional framework for dealing with unruly passengers, whilst preserving prosecutorial discretion.

Specifically,

- MP14 gives mandatory jurisdiction to the 'intended State of landing' (the scheduled destination). If the offense is sufficiently serious, the State of landing must consider if it is an offence in the State of operator.
- MP14 clarifies certain behaviours which should be considered, at a minimum, as offenses and encourages States to take appropriate criminal or other legal proceedings. These include physical assault or a threat to commit such

assault against a crew member and refusal to follow a lawful instruction given by or on behalf of the aircraft Commander (for safety purposes).

- MP14 recognizes that airlines may have a right to seek compensation for costs incurred as a result of unruly passenger behaviour. The presence of this clause should have strong deterrent value.

It is paramount that the new rules agreed in the MP14 are swiftly implemented by all ICAO States.

Conclusion


Whatever the reasons for the rising number of unruly passengers, this kind of behaviour on a commercial flight, where the highest level of safety and order must be maintained, is intolerable.

IFALPA is of the firm view that in-flight unruly behaviour should be first and foremost prevented and preferably so on the ground before boarding an aircraft, or, failing that, appropriately prosecuted and punished.

Therefore, IFALPA calls for the universal adoption of the Montreal Protocol 2014 by all ICAO Contracting States. By making the consequences of unruly behaviour clear and enforceable, MP14 will provide a more effective deterrent tool against unruly passengers.

Campaigns should be developed at the appropriate level to inform the public and the aviation professionals about the importance of prevention, and prosecution of unruly behaviours on-board of aircraft and to provide adequate training to all persons involved.

IFALPA believes that both the above mentioned operational/preventive measures and the regulatory provisions of MP14 are necessary to adequately tackle the problem.

Only the combination of both will be able to contribute to decrease the number of unruly passenger incidents on board aircraft, leading to safer, more efficient, and more pleasant air travel experience for all. 

Modernizing the AQD Portal

By Matheus Motta



Since 2015, GOL's Operational Safety Office has begun the process of modernizing the safety management platform used by the company: The AQD Portal. This year, we launched the portal via website, available online to all employees. From that moment on, the reporter was able to insert safety reports directly into the company's database and it is now possible to follow in real time all the steps of the report handling process.

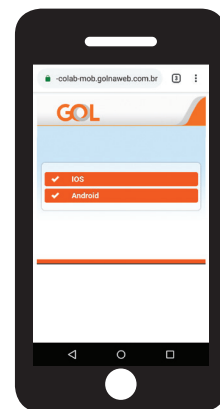
On the other hand, we identified a series of difficulties in accessing the AQD Portal on mobile devices: problems in completing the information, with the insertion of the date of the report and errors when clicking send, among others. We took these issues to the attention of Rolls-Royce, the software developer, and after a version upgrade in the first half of 2018, we received the go-ahead to take the next step in the AQD Portal modernization project.

Since the end of January 2019, an update for the application Colaborador Mobile has been available for iOS and

Android, including a form for sending safety reports and attachments. With a simple interface, the reporter just needs to tell the story their way and, if convenient, select images and files to forward as an attachment. When clicking the submit button, the information is entered into the AQD Portal database immediately, no red tapes.

Have you downloaded the new version of Colaborador Mobile for smartphones yet? Just follow the link: <https://dl-colab-mob.golnaweb.com.br/>

Access the new version of Colaborador Mobile using the QR Code reader of your smartphone.



Here are some frequently asked questions about using the app to send reports to the AQD Portal. If you cannot find your doubt here, please contact us at aqd@voegol.com.br

1 - I do not have Colaborador Mobile on my smartphone yet, how do I download it?

You can download the app from the following address: <https://dl-colab-mob.golnaweb.com.br/>. There are versions available for both iOS and Android devices. It is important to read the instructions presented on the website before downloading.

2 - I have the Colaborador Mobile app on my smartphone, but when I click on the AQD Portal the form does not appear. What should I do?

You need to update the app version on your device. Usually, you will be asked to accept the download of the new version. If that does not happen, you can access this link <https://dl-colab-mob.golnaweb.com.br/> and download the latest version.

3 - I have never forwarded a report through the AQD Portal before. Do I need to do anything before filling out the form?

Before submitting a report for the first time, go to <http://portalaqd.voegol.com.br> and log in to the system for the first time. This will ensure that your registration has been successfully created in the system. You only need to do this once.

4 - I forwarded my report and received an error message. What should I do?

The user name might not yet be registered in the AQD Portal. To resolve this issue, visit <http://portalaqd.voegol.com.br> and log in to the system at least once. Your registration will be created immediately. Then just try to send the report again. We also recommend checking your internet connection.

5 - Can I forward photos and files through the AQD Portal form available in the Colaborador Mobile app?

Yes. You can forward photos and files (.doc, .xls, .pdf, .ppt) using the button "Attach Files" available on the form. There is a limit of 9 Mb per file or photo.

6 - Can I take a photo using the Colaborador Mobile form?

It is not yet possible to take photos directly from the app to attach to your report. We are working to make this feature available in future releases. For now, the app will be able to fetch any saved photos from your smartphone gallery using the Attach Files button.

7 - Can I write a report if I have no internet access?

No. It is not yet possible to prepare an offline report and send it later. This improvement is expected for the next versions.

8 - I successfully submitted my report! I have the tracking number, so how do I track the process and verify the response?

To follow up on how your report is being handled, it is necessary to access the AQD Portal through the link <http://portalaqd.voegol.com.br>. In the Accepted Electronic Reports menu you will find all the reports that you have forwarded. By clicking on the symbol ✓ you can see your answer.

9 - What improvements are planned for the next versions?

In addition to the ability to fill out the report offline and access the device camera, we are working to allow users to keep track of the progress and response of their reports on the App. Soon we will also make available the specific forms for Wildlife Event Report (CENIPA 15) and FRMS. ✈️

Access the AQD Portal using the QR Code reader of your smartphone.



Support, Participation and Representativeness

ASAGOL was created on July 15, 2003 with the mission of ensuring flight safety, well-being and the professional and moral elevation of its members, serving as their voice and face to the employer.

We promote technical and cultural exchange with the SNA (National Flight Crew Union), ABRAPAC (Brazilian Civil Pilots Association) and the ATL (Latam Air Crew Association), supporting them in fair pleas before the Brazilian authorities.

We guide and assist members in complying with the laws and regulations inherent in the aircrew profession.



Benefits and Partnerships

We offer several benefits and partnerships with a view to improving the quality of life of our members and their families. Among them, we highlight:

- Social assistance
- Legal advice
- Auto Insurance
- Health and Dental Insurance (AMIL)
- Private Pension Plans
- PIT - Temporary Incapacity Insurance
- PPCM - Loss of License and Life Insurance

Flight Safety

We are Effective Members of the National Aviation Accident Prevention Committee - CNPAA, where we work in coordination with the National Training Commission - CNT, and are members of the National Balloon Hazard Commission.

We are part of the Working Group (GT) coordinated by the Civil Aviation Secretary (SAC), which aims to establish the guidelines and actions to mitigate balloon risk in aviation-related activities.

Our most recent flights

Crew scheduling

Availability to contribute technically and in researches with the group to solve issues regarding Crew Scheduling.

Aircrew Health

Initiatives with the company's HR and Medical Department.

PIT/PPCM Insurance

The Mutual Assistance Plans for Temporary Incapacity, Permanent Loss of License and/or Life Insurance are additional securities offered by ASAGOL to its Members.

Aircrew Regulation

Intensive support to SNA activities at the National Congress with a view to the approval of Bill PL 8255/14.

Brazilian Aeronautical Code (CBA)

Cooperation and support to the SNA to guarantee the interests of the workers in the future reform of the CBA.

FRMS

Technical and scientific support for the development of RBAC 117 (Brazilian Civil Aviation Regulation) on the Fatigue Risk Management System.

