

Extraordinary measures to contain COVID19 health risks and guarantee the maximum level of continuity in the provision of Air Navigation Services.

Scenario

ENAV and Techno Sky are re-programming all the operational shifts with the aim to create "closed" work shifts that would allow to manage a quarantine period should any "direct contact" occur, thereby reducing to a minimum the impact on the service levels.

Any action should take into account the safeguard of staff health and ensure the widest possible time horizon while also considering the expected quarantine period defined by the competent Authorities.

With this regard, the shifts of the technical-operating personnel must be set on cycles of 14/15 days and must consider any change in the operating configurations. The teams that will be defined and the associated shifts will be published on a 30 day basis; obviously, changes and replacements will only be possible within the individual teams and, in any case, only for urgent matters.

ACC

Taking into account the rapidly decreasing demand, in each ACC 3 distinct and segregated operational teams have been created:

- Team A "On Operational Duty", guarantees the service;
- Team B in "Hot Stand-by", the reserve of Team A and that follows the same shift in "shadow-mode", ready to intervene if Team A should be placed in a precautionary quarantine;
- Team C "Cold Stand-by": the passive reserve team which benefits from holidays /leaves.

In the hope that there will be no cases of mandatory quarantine, the three Teams will alternate, cyclically, in the following phases: "Operational Duty", "Cold Stand-by" and "Hot Stand-by".

This pattern will make it possible continue delivering the services.

AIRPORTS

On major airports it is not possible to establish three segregated Teams, in accordance with the new configurations determined by the trend of airport traffic and by the decisions of Airlines and Airport Managers.



Two segregated Teams will therefore be established:

Team A "On Operational Duty"

Team B in " Hot Stand-by ", will follow "shadow-mode" shifts, as similar as possible to those of Team A, with a share of staff who will be guaranteed their holidays/leaves.

Except for the case of full replacement between teams, the cyclical rotation of the teams is expected every 15 days.

For airports whose lay-out is not compressible, similar shifts may be applied, only as a consequence of a reduction in the service hours adopted by the Operators. Considering that this scenario is materializing for some of these airports, in order to combine the protection of personnel with the need for continuity of services, it will be possible to proceed with the remodulation of shifts, where practicable, by creating segregated teams: one " On Operational Duty "and the other in" Hot Stand-by" and, similarly to what is provided for the other operating structures, the staff of the shift in" shadow-mode "will be assigned holidays/leaves.

On airports where time reductions are not implemented, it will be assessed whether the possible adoption of Single Person Operation will allow the implementation of segregated Teams that guarantee greater resilience of the services.

OTHER OPERATING ROOMS

Similar methods of redefining the operating configurations/rostering and the relative shifts will also be implemented for the ARO/Central Briefing Offices operating rooms in Rome and Milan, for the NOF and for ITALY Meteorological Forecast Unit. Two segregated Teams will be established: Team A "On Operational Duty " and Team B in" Hot Stand-by ", that will follow "shadow-mode" shifts, as similar as possible to those of Team A, with a share of staff who will be able to take holidays/leaves. Except for the case of full replacement between teams, the cyclical rotation of the teams is expected every 15 days or more.

TECHNICAL STAFF

Where possible and practicable, taking into account the specificities of each case, similar management methods will also be applied to Technology shift workers and Techno Sky shift workers.