



# ANA Stress and Fatigue Management Policy

## OBJECTIVE

Air traffic control service require optimal performance to remain perfectly safe. The optimal performance of these tasks can decrease due to the detrimental effects that high levels of stress and fatigue can have on perception, awareness, decision-making and judgement. In the longer term, health and well-being may also be compromised. Decreased performance of controllers increases the probability of errors occurring whilst performing their duties, which in turn increases the risk to safe service provision. The ANA policy on Stress and Fatigue Management within the working environment sets out the high-level policy and principles that are applied to monitor and manage ATCO's stress and fatigue at the workplace. This policy is supporting the objective of the organisation's safety policy to minimize as far as reasonably practicable its contribution to the risk of an accident while providing an expeditious service. This policy applies to all ANA Air Traffic Controllers (ATCO trainees, Civil servants and employees, consultants).

## PRIORITY

ANA is committed to monitor, prevent and mitigate the risk that air traffic control service is provided by air traffic controllers impacted by the negative effects of stress and fatigue.

## MANAGEMENT

ANA ensures that ATCOs are well informed about the identification and the risks associated with stress and fatigue, and provides training and/or educational material to ATCOs describing the effects of stress and fatigue on individuals and subsequently on air traffic control service provision. ANA develops a procedure regarding stress and fatigue based on legislation and policies in this matter. Additionally ANA has implemented a Critical Incident Stress Management scheme. Appropriate support for air traffic controllers who feel stressed and/or fatigued is available from ANA and public services and it encourages ATCOs who may be affected to seek and accept help. ANA ensures that ATCOs are treated in a consistent, just and equitable manner regarding the reporting, identification and management of stress and/or fatigue at the workplace.

## COMMITMENT

ANA's management will continually:

- Promote the prevention and management of stress and fatigue at the workplace to all ATCOs, providing adequate human and financial resources for its implementation,
- Consider best practices
- Ensure that proper communication is maintained.

Fatigue management is a responsibility of managers, all people involved in fatigue management procedures and ATCOs.

This policy is periodically reviewed to ensure it remains relevant and appropriate.

Claudio Clori  
ANA Director

Thierry Faber  
ANA Deputy Director

Claude Schmit  
Head of ATC Approach

Alain Richardy  
Head of ATC Tower

Christian Seidel  
GLCCA

Ralph Roller  
LACA

4, route de Trèves  
L-2632 Luxembourg

Adresse postale  
B.P. 273  
L-2012 Luxembourg

[www.ana.gouvernement.lu](http://www.ana.gouvernement.lu)