

# INPUT

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**E**UROCONTROL

**G**UILD OF

**A**IR

**T**RAFFIC

**C**ONTROLLERS

**M**AASTRICHT

LIJCHTVOER 2010-20100006  
POSTBUS 97  
6200 ZSN 1  
THE NETHERLANDS

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B. Easy	Vice president
J. Faesen	(acting) Secretary
R. Davies	(acting) Treasurer
W. Buckschewski	Operations
Miss A. Bos	Social/Cultural
R. Pauwels	Public Relations
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Editor	C.A. Enright
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---Opinions expressed in this publication are not necessarily those of the Eurocontrol Guild of ATC or the Editors who do not accept responsibility for the content of such opinions ---

"IT WORKS" was the proclamation on Oct. 1st. Perhaps a little premature since for many of the Control Staff this was their first full experience of MADAP. No Air Traffic Control restrictions appear to have been imposed by Eurocontrol and it was up to the Watch Supervisor to restrict the Traffic flow and enable the controllers and assistants to adjust to MADAP.

After three weeks we still have restrictions. Why? Because each controller or assistant must gain experience on different positions and with a watch system this takes weeks, not days.

MADAP will only work by the professionalism and dedication of the control staff who despite continued petty sniping by the controllers in Germany and continuous adaptation to MADAP are doing their best to provide a safe and expeditious service to aircraft.

C.A. Enright

## EUROCONTROL GUILD 1973

### A Survey of Activities

You will remember that in our first edition of INPUT we presented to you a scheme of activities to be carried out by the various bodies of our Guild Committee during the next months. We are proud to show you a list of achievements which we have accomplished in spite of the burden of increased traffic and intensive training for MADAP.

#### ---Human and Environmental Factors in ATC

A study was made by MR. B. Easy. This study (+ 20 pages) was mainly based on IFATCA material, it treats the phenomenon "Stress in ATC" and it also contains some interesting ideas about career, training, pensions in our professions in general and in Eurocontrol in particular.

Last but not least it also emphasises IFATCA recommendations in the field of working hours and conditions. During the month of Sept. this report was sent to Eurocontrol Maastricht and Brussels and we can say now that the result of this publication has been very interesting for the development of the Social program of the Guild i.e. second career: the Director General has informed us that in early 1974 Eurocontrol will make some important decisions with regard to our career development and retirement.

The Director General and also the Director Personnel promised that the medical aspect of our profession and especially the stress problem will be studied very carefully. The Director Personnel even mentioned that a study group should be founded, consisting of controllers and medical authorities in order to study this problem.

In addition to this we can mention that our Vice President Mr. B. Easy as promotor of our Human and Environmental Ideas went to Manchester during the month of Oct. and attended the Symposium "Stress in ATC" organized by the University of Manchester for the UK Guild.

The findings of this Symposium are published in this issue and will no doubt give way to even more influential activities in this field.

#### ---The proposed Duty Roster Change by the Maastricht Management.

One of the main points of activity for the Guild during summer 1973.

Together with the Staff Committee and the Staff the Guild was able at many occasions to point out the very human and social requirements of the ATC Staff at Maastricht. By means of Ex. Body meetings, discussions briefings and referenda a real effort was made to bring forward an alternate proposal aiming to satisfy both parties involved.

Monday, Oct. 15th, Mr. van der Auwera (Staff Committee), Mr. B. Easy and myself met the Director Maastricht, and learned that the Director is prepared to accept another, final Roster proposal based on the actual 5 team system but with a modified swing, which will allow for a better deployment of personnel. This project will be presented to you for approval. Further improvements i.e. reduction of working hours will be studied later.

The Operations Committee of the Eurocontrol Guild has up to now been very active in many areas of Operations. They meet very regularly and make recommendations to the Management. They also liaise with adjacent centres.

#### ---Social and Cultural Committee---

Was mainly concentrating on the Buffet-Dance, to be held in Fort St. Pieter Maastricht 25th of Oct., which event has in the meantime developed in a big success, and we cannot but congratulate and thank the organizers who went through a lot of trouble to achieve this. This social event has caused a lot of positive reactions amongst participants and will no doubt lead to more similar activities in the future.

Public Relations---

In this field we hope that more Control Staff can enjoy the facility of fam.-or cockpit flights, as these are offered by several airlines. We hope that more airlines will welcome us in the future.

In the meantime the Eurocontrol Guild is suffering some smaller diseases in its own ranks; during the last two months we have lost two treasurers in our Committee and we are about to lose one Secretary, we experience at the same time that some new volunteers are prepared to join the Committee but not for these posts.

WE accept the above mentioned ~~RESIGNATIONS~~ resignations with reluctance because all involved were excellent Committee members who have given us great help with the establishment of our Constitution and Informal Rules.

Unfortunately personal reasons oblige these ~~peitongues~~ colleagues to resign from our Committee. The Guild Secretariat is a heavy post moreover because pending Committee programs will oblige this office ~~workwork~~ intensively at major tasks:

- the drafting, study and handling of correspondence of the overall Eurocontrol Guild Constitution

-the administration of an ever widening scope of activities of our Ex. Body and Committee.

The Treasury, though less busy than the Secretariat is a post of responsibility and planning. We were able to find two candidates for the Traesury, Mr. Davister and Prevot and wish them courage and luck at the start of their mandate.

During our last Committee Meeting we had a lengthy discussion on the problem involved with the Secretariat and the result was that we agreed and proposed that a serious be made to relieve the Secretary of some of the stress that is actually put onto him. It was said that the Secretary should be let free at least 1 day a week to enable him to work for the Guild; at the same time he should have at his disposal an office-room with all the gear involved so that he could organize his work properly. Since our Association is young and relatively poor we could not possibly afford to pay such a Secretary on a permanent basis, we therefor must ask you, members, to help us with this problem by enabling us to create time off for the Secretary. We think it is part of your responsibility to provide for this facility. The way how this problem is likely to become solved is being studied now and we hope to make a suggestion to you soon.

For what concerns the establishment of the Eurocontrol Guild Constitution: we are studying 2 projects and will meet for a final decision in Dec. We hope to reapply for IFATCA Membership in early 1974 and in the meantime we contact and evaluate other interested Eurocontrol parties; the Maastricht Ops. Staff is steadily increasing, do your utmost to recruit some new members.

J. Gordts

President of Eurocontrol Guild

--- A Russian, a Texan and an Englishman were talking about travelling in their respective countries.

"We have such a large country," the Russian said, " that it would take you two days to fly across it."

"Thats nothing," said the Texan, "after flying a week you would still be in Texas."

"Yes," replied the Englishman, "We also have some slow aeroplanes."

REACTIONS ON "HYDRA"

---In the last issue of INPUT we published a letter under the pseudonym of HYDRA which brought criticism from an unexpected quarter. No letter published is entirely anonymous since the name must be given to the editor. However, this magazine is a Guild Information Circular for members and the letter in question concerned itself with matters relevant to studies being made by the various Guild Committees. It is regretted that this was misunderstood and apologies are proffered.---

Dear Sir,

The letter from HYDRA in the last issue seemed to have created a problem between the editorial staff and members of the Guild Ex. Body. The question was whether letters should be signed or left under a pseudonym. Being a member of the Guild Ex. Body the answer to me was simple. The basic human right to free speech. The comments expressed may not have been agreeable to everybody but if HYDRA felt that it was important enough to write, and for reasons for his or her own, the article was not signed, let us not stop future letters just because of the lack of a signature. Communication seems to be a problem, so if INPUT corrects the wrong, then let it continue, whether signed or unsigned.

Roger Bartlett

Dear HYDRA,

Unfortunately there are still areas on this earth where stating one's opinion in public goes along with the risk of freedom or even of life. Fortunately we live in the more lucky part of this globe and all we risk when we state our opinion in public is that we might be forced to discuss or defend it, which, I agree, is not always very comfortable, but in my opinion, opens the only chance for a possible success. To answer your repeated question about what the Guild is doing I may state that the Guild, or, to be more exact, that the few active members of the Guild will never be able to do more than is possible within their capability. I will be glad to inform you in detail about all the lot of work that has been done so far but for this case, if you like it or not, you will have to leave your hiding-place!

W. Buckwschewski

## REPORT ON MEDICAL SYMPOSIUM AT MANCHESTER

200 Medical Personnel and approximately the same number of Air Traffic Control Personnel attended this Symposium held at Manchester University, sponsored by the firm Geigy Pharmaceuticals. The Symposium was chaired by Lord Harvey of Prestbury<sup>cbe</sup> and the opening address given by Surgeon Rear Admiral Stanley Miles CB Dean of Post Graduate Medical Studies at Manchester University. Mr. C. Hudson, Chief Instructor from the College of ATC was the first speaker. He gave a brief talk on the aims of ATC and illustrated the talk with a film showing a speeded up film showing radar scope over 24 hours at London Heathrow. He then spoke about his main topic of Selection and Recruitment. Contrary to the Eurocontrol practice, it seems that, in my opinion, the CAA has discarded Physiological and Aptitude tests in selection. However, it is probable that a modified form of aptitude tests will be reintroduced in the following way:

- 1) intelligence
- 2) visual dexterity
- 3) mechanical comprehension
- 4) G1 and G2 mental ability tests
- 5) aircraft movement interpretation

The successful candidate is then employed under probation as an ATC cadet for a period of three years.

### 1st year

-4 weeks cadet Initial Course, subjects: Meteorology/Navigation/Aviation/Law/  
ATC Procedures

The cadet is then subjected to a full examination and if successful continues

-2 months Flying Training to PPL, then

-2 months familiarization at various units

-10 weeks schooling for aerodrome licence Met/Nav/Law/Procedures

At the end of the course the cadet is examined by written, practical and oral tests. If successful, he then proceeds to obtain Unit Endorsement by OJT at various ATC Units, until the end of the first year. He is also required to make several fam. flights during this period of time.

### 2nd year

-6 weeks Approach Control, examined by full oral, written and practical exams

-6 weeks Approach Radar, Theory of Radar and Practical Procedures. Again full exams.

-remainder of 2nd year is spent by OJT to Unit Endorsement, Refresher Flying, Familiarisation Flights.

### 3rd year

-6 weeks Area Control, exams

-7 weeks Area Radar

-OJT to Unit Endorsement, Refresher Flying, Fam. Flights, Training on BEA Simulator; 2 weeks ADP/Management Course, graduation when successful cadet receives his full ATC Certificate.

(In all the cadet takes 39 exams to become fully qualified and must be a master at the art)

Next speaker was Mr. T. Harrison, General Secretary of IFATCA. Mr. Harrison presented a paper based on the researches carried out in New Zealand. It was mainly from this report that Eurocontrol Guild obtained the information necessary to prepare our paper on "Human Environmental Conditions", which was submitted to the D.G.

In particular Mr. Harrison stressed the need for reappraisal of Watch Rosters, Duty Hours, Leave and Career. He also mentioned the need for more thorough research on stress in ATC.

After morning coffee, Mr. A;D; Stark, Chairman of the ATCO branch of the Institute of Professional Civil Servants spoke of the Unions interest in these matters.

A significant but almost unknown fact was spoken of. In the preamble of the UK ATCO's licence it is stated that if a controllers skill, ability and experience allow him to overcome his medical disability, he may be allowed on appeal to keep his licence. Mr. Stark spoke of the three F's that are of concern to the ATCO: Fatigue, Frustration and Fears.

#### FATIGUE

the necessity to operate 24 hours a day also necessitates a shift system or work during socially unacceptable hours. The Union considers that during day shifts a maximum work time of two hours should be followed by a 30 min. break. On night duty there should be a 3 to 5 hour rest period. Off duty periods should be of sufficient duration to allow necessary relaxation.

#### FRUSTRATION AND FEARS

In UK there are many areas of frustration especially in regard to housing available and pay. The ATCO feels, that he is no more than a pliable tool. There is a lack of consultation when there should be more use made of the controllers experience. A fresh approach should be made concerning the relationship between controllers and Management and also between controller and controller. Sudden changes of procedures should be avoided without prior warning. There should be middle path between Welfare and Discipline. More consultation in planning should be made with the ATCO's and use of Unit Technical Subcommittees re-introduced.

General discussions with Medical Staff should be introduced to allow staff to overcome fears of medical conditions both real and imaginary. There should be more rapport between staff.

The more experienced should be encouraged to pass on their knowledge to the less experienced. Summing up Mr. Stark once more emphasised the urgent need for Management to improve greatly the contact with staff and not only communication but also consult.

The last speaker of the morning was Mr. David Hopkin, Principal Psychologist and Head of General Psychology Section of the Royal Air Force Institute of Aviation Medicine.

Mr. Hopkin's main theme was how much -if any- automation in Air Traffic Control could reduce stress. If automation is able to relieve stress of a repeated nature than this can lessen stress. However, if all decision-making is withdrawn from the controller then there is more stress caused.

Stress can be caused also in that the ATCO does not know how far he can place his full trust in an automated system. In an automated system stress can be caused by the need to know and to trust automation, lack of opportunity to use his skills, reduction of the task to boring repetition.

The amount of traffic actually handled by it by automated or other methods is not really stressful rather it is WHAT THE TRAFFIC DOES THAT CAUSES STRESS. Stress in controlled amounts is beneficial and advantageous but this stress should be kept within acceptable limits.

In conclusion: automation does in general help but new tasks can cause stress. The controller should be allowed to carry out decision-making and retain a high degree of control over automated systems. Stress should be avoided when "off duty", i.e. the controller should not live with his duties. Stress in acceptable limits should be applied to the controller. It should be remembered that an overstressed controller can cause dangerous situations.

After lunch the first speaker was Dr. A;E. Wagstaff, Medical Advisor, Air Traffic Control Service, Civil Aviation Authority. A polished and articulate speaker. Dr. Wagstaff gave the impression that he disagreed most vehemently with a lot of the arguments so far put forward. Indeed he considered that the incidence of stress diseases amongst practising controllers was less than among many other professions. There is, he argued, no great incidence of heart diseases or ulcers in the professions. Most maladies are of minor nature and ones to be expected in the ageing process such as sight and hearing. Dr. Wagstaff put forward the view that most controllers suffered from a mild form of hypochondria, tended to be lazy and did not take enough physical exercise. He agreed with Mr. Hopkin that stress in a controlled amount was essential in a profession as Air Traffic Control to allow the personnel to rise the challenge. The human being is an adaptive creature and is able to assimilate into various environments. There is a need he emphasised for close medical supervision, to act where necessary in cases of controllers falling below the standard required and anxiety should be reduced to a minimum. In answer to a question: the Civil Aviation Authority allows pilots to retire at age 55, why not ATCO's? Dr. Wagstaff said that this should be also applicable in that ATCO's be allowed to retire early at 55 with a maximum working age of 60. The paper presented was extremely good and well presented but gave the impression that the main issue was brilliantly side-tracked to show that stress in ATC was not so much to be feared as was being suggested.

Dr. V.B. Maxwell a General Practitioner of Cheadle, Cheshire, is also retained as Medical Advisor to the CAA Staff at Manchester Airport. He spoke with quiet authority of his task to talk with staff and discuss their problems that affected them in their work. Dr. Maxwell quoted several case histories and of the various methods he used to combat any problems. As the two previous speakers had done, he also emphasised the need of challenge in the ATCO's profession but that stress itself should be kept to an acceptable limit. Listening to this speaker gave one the impression that this pilot scheme of a Unit Medical Advisor available to the staff each week was an enormous benefit and should be widely practised.

Last to speak was Dr. Alexis Brook, Consultant Psychiatrist at Tavistock Clinic, London. Most significant point of Dr. Brook's paper was probably his opening remark "It is not the stress in a job that is the problem rather the strain that the person is working under consequently causing stress". Fear also caused a lot of stress and in Air Traffic Control the fear of making a wrong decision causing a major disaster placed strain upon the individual causing a build up of stress. Dr. Brook quoted several cases of people under stress and of the various methods to combat it. As before the point was made that it is necessary for the controller to be stressed up to an indefinable acceptable limit, to give the man incentive and a sense of achievement in doing a job well and taking pride in the achievement.

Professor Neil Kessel, Dean-elect University of Manchester Medical School closed the Symposium. Many questions had been posed he said that needed much more research and investigation. Later another Symposium should be assembled to try and give some answers.

Observers Comment A wide field of views was expressed and many learned opinions were forwarded. Yet on reflection it seemed that somewhere the real problem was not really tackled. For instance there was nothing said about Physiological research into stress which may have been of great interest. Nothing tangible was said either about the length of time on duty, conditioned hours of off duty time. It is obvious as Dr. Kessel said much more work must be done in this field then perhaps a mutually agreeable and a safe system to combat stress and fatigue can be introduced.



## IFATCA

The International Federation of Air Traffic Controllers Association

-What is it, what does it do?-

IFATCA is an independant nongovernmental nonpolitical professional organisation.  
Main objectives:

- to promote and uphold safety, efficiency and regularity in international air navigation
- to assist and advise in the development of safe and orderly systems of Air Traffic Control
- to promote and uphold a high standard of knowledge professional ability among Air Traffic Controllers
- to protect and safeguard the interests of the Air Traffic Control profession
- to make mutual benefit affiliations with other international organisations
- to strive for a world-wide federation of Air Traffic Controllers Association

IFATCA was founded in 1961 in Amsterdam by 12 European Air Traffic Controllers Associations, now 12 years later already 38 Associations have joined, and several others are applying. The Member Associations contribute operational data to IFATCA on a world wide basis and further data are provided by corporation members. (19) Some prominent members are the Decca Navigator Co., Ferrati Ltd., Marconi Radar Systems Ltd., N.V. Hollandse Signaal Apparaten, Plessey Electronic Group and AEG Telefunken.

Specific subjects of interests such as Technical and Professional matters, Human and Environmental Factors in Air Traffic Control and Recruitment and Training of Air Traffic Controllers and the legal affairs to be dealt with have been assigned to seven so called Standing Committees.

The S.C.'s investigate the subjects assigned to them, work out the draft proposals for operating procedures, actions to be followed etc., and submit these proposals to the annual conference which finally decided upon the matter. It is through these decisions and recommendations that IFATCA has gained recognition e.g. by ICAO.

Annual conferences have been held in all countries all over the world and for 1974 it will be Israel, Tel Aviv, May 20-25 1974.

In order to allow the Israelian Guild to prepare the necessary pre-arrangements you are requested to put your name and the number of persons intending to participate into locker 161 before November 15th. Some information:

### Time Table

May 19	arrival
May 20	Official opening, working sessions
May 21	Working sessions, in the evening reception by the Mayor of Bat Yam night tour of Old Yafo
May 22	Working sessions, evening: Israeli Folklore Evening
May 23	Technical presentation by Corporation Members, final session, evening banquet
May 24	Excursion Tour, evening meet the Israeli at home, Home Hospitality

### Ladies program

In addition to the above mentioned scheme of social activities during session times visits to a Kibbutz, a Woman's Army Base and an Arts and Crafts Tour will be arranged.

### Climate

Tel Aviv in May: average 15.2 - 24.6 C  
Eilat in May: average 22.2 - 35.5 C

### Location

Pan Americam Hotel, Bat Yam (near Tel Aviv)

### Costs

expected around HFL 750,- per person  
We will keep you informed.

P. J. Faesen

FREE, REDUCED OR FAM. FLIGHTS

Procedures

1. Fill in application form Egatcm/form/PRO (available in your team file)  
Do not forget to sign.
2. As decided by the E.B. each application should be accompanied with a Betaalcheque or Fl. 10,- to cover administrative costs.
3. All applications should be in our possession before the 15th of the previous month
4. All applications should be handed over to me (or my delegate if necessary)  
Locker 93.
5. Some airline companies request in addition their own application forms to be filled in and signed, so please make your requests in due time.
6. Since with some applications we had already a lot of troubles due to late income, that caused us a lot of expensive phone-calls, we will in the future refuse them.
7. For your own benefit and for the benefit of all members be so kind not to contact the companies themselves.

We can go so far to:

Fam. Flights

Martinair DC8

all destinations with cockpit seat and on invitation  
by the company

Transavia S210

cockpit flights

NLM

fam. flights to EHAM and back with cockpit seat F27 if possible

Reduced fare flights

LTU

all destinations by dep. from EDDL. Reduction 75% of  
the fare for normal passenger booking and 90% for no  
definite booking.

British Midlands

all destinations from EHAM- EBBR. 50% reduction for  
normal booking and 75% for no definite booking

Sincerely Yours  
R. Pauwels

---perhaps some of you reading this magazine would like to make  
some comment or contribute an article. Please do so. We welcome  
any articles which you might feel to be of interest.  
May be an impression of another ATC Unit, a flying experience, in-  
teresting places to visit, home beer and wine-making-  
Your suggestions (not improper) are welcome! ---