

**“Safety guardianship comes from the heart,  
discipline comes from following standard practices”**

“In the critical moment of action, remember the value of silence and order.” If we quote this motto in aviation, which inspires us the significance of procedures and consistency are essential and non-negotiable in the airline business. For instance, one of the first and main actions of flights before a take-off or landing is a series of checklist procedures, which is the key to why airline travel is the safest form of travel. There is also logic involved in using checklists. Interruptions are the most common form of a checklist failure. Therefore, the procedures should be performed by correct actions with discipline and doing right thing in right time is always originated from persistent mindset and will.

While the hard sciences have made tremendous progress over the past several centuries by starting where the last pioneers left off and moving forward, this process is much more difficult in a less precise science such as flying in air. While it may indeed be more difficult, it is certainly possible. We, too, can stand on the shoulders of those who have gone before to reach the higher level of aviation expertise, but first we must elaborate on discovering and validating what the useful procedures really are and then be willing to expend the time and effort to learn and apply them.

The cost of flying aircrafts is quite expensive, even when landed they still stay in one piece. To maximize the efficiency factor and squeeze the most out of every potentially hazardous of flight, we must establish a condition of “readiness”—being mentally prepared to execute the mission and learn while we are doing it.

**Disciplines, the accumulation of Procedures**

Once procedures are learned, we must be able to execute them. Most training programs provide for a level of training that prepares crews with the skills required to accomplish all mandated procedures; however, skill and proficiency deteriorate over time, and unless the crews keep current, they may find themselves unable to accomplish required actions in flight.

Personal training should build towards higher skill levels and smaller tolerances for error, but one eye must always be kept on the capability to execute the fundamental procedural requirements of the aircraft and flight operations.

Procedural perfection is an attainable and worthwhile goal for every staff. To be certain,

there will be times when emergency conditions or workload will challenge our capacity to accomplish all requirements to the letter, but this should not dissuade us of the necessity of doing so.

Procedures are mandatory and are designed to require all employees to remain professional at all times within their field of work. In short, they provide a scientific way of complying with regulations and accomplishing work tasks, while also providing the best interpretation of the demands of work discipline.

### **Safety, the persistence of Discipline**

Procedural discipline is one of the easiest marks of professionalism to embody and identify. Airline practitioners should understand the value of procedural refinement for mission completion and safety, while at the same time building a strong intuition from familiarity with which to immediately identify situation, “something not quite right.” This type of experience and growth will make you better tomorrow than you are today, and will help build a culture of safety for your organization.

Employees can play a key role in a safety culture to maintain discipline to ensure flight safety. We must work hand in hand towards our goal of providing superior security. Everyone has a role in this great industry and must acknowledge his own responsibilities in that role. Safety is an achievement of disciplinary effectiveness, and full accountability is the result of safety practices.

### **Responsibility, the guardianship of Safety**

Flight safety is the foundation of EVA Air and our social responsibility. We need to always put safety first and provide passengers with a safe and comfortable flying experience. The rigid safety culture contains a complete internal audit system, and relevant safety audits are carried out on a regular basis; and the safety notification system for air and ground staff is actively promoted. In order to discover potential or existing hazards, air and ground staff play a very important role, which also largely ensures the safety and high-quality operations of the airline. A safety culture reflecting the awareness and attitude, each employee needs to work toward safety goals and provides guidelines for the decisions and actions taken every day.

Employees play a key role in this safety culture and follow discipline to ensure the flight safety. We must advance hand in hand in working towards the goal of providing excellent guardianship of safety. Everyone must acknowledge their responsibility in their own role that they each play in this great business. Safety is a kind of harvest from

discipline and total responsibility is a result of complete practice.

Getting to the root of the matter again, Discipline is the behavior in accord with rules of conduct and order maintained by training and control. Discipline is often defined as an individual's commitment to comply with rules and procedures. Being a member of the airline company, whether we are air or ground staffs, we have to follow the SOP at all times. We should avoid any opportunities for shortcuts or to do things related to flight safety that appear to be "seeming better". We should control the mind that we have the ability and experience to do the job related to flight security without reciting procedures. Good discipline is always to implement and practice every step based on SOP.

### **Quaternity**

Procedure, discipline, safety & practice, the 4 elements are of mutual cause-effect and support relationship, and together with moral responsibility, we should maintain them in a positive cycle in the aviation complex system and generate infinite and sustainable energy; as the airline business is just like using various instruments to play both shocking and harmonious music in symphony orchestra, feeling the melody with your heart, and playing the correct volume and rhythm on the tempo, so it is definitely the result of the collaboration of all staff members.

Building up a complete and high-quality safety culture starts from condensing the safety awareness and values of all colleagues, and then implements it in work discipline and operation standardization, and strengthens organizational management and improves system functions, and internalizes the concept of "safety first, quality first" in the heart, and then externalized in the action. Do your best in your field of work. Because "flying safety" is our responsibility to passengers and the foundation of the company's sustainable operation. This high-quality culture and team spirit are important factors for EVA Air to continue to gain recognition from passengers and the international community.

As EVA Air is going back to the upward trajectory and prepare to return to the peak of its operations in the post-epidemic stage, under the easing of policies and restrictions, and will once again expand its arms and warmly embrace passengers of the world. All employees will continue to guard the safety state by abiding by disciplined actions and work together to bring back the familiar safe flight experience for passengers, and continue to operate in the spirit of "safe and fast flight, friendly and thoughtful service, effective and innovative operation"; with this concept continues to delineate the

beautiful and smooth arcs between cities around the world, and extending and advancing indefinitely.