

## 5 RECOMMENDATIONS

---

Specialized operations (SPO) inherently have an increased level of risk for operators, pilots and third parties. SPO operations such as banner towing, are governed by Regulation (EU) No 965/2012 and (EU) No 379/2014. These SPO regulations aim to increase the operators' level of safety and provides the member states with guidelines for effective oversight. The regulation on SPO has been in place since 1 July 2014 and became effective on 21 April 2017.

The Dutch Safety Board noticed a reluctance to report unsafe situations in the general aviation sector in this investigation and in an earlier investigation. To improve the reporting of unsafe situations within aviation companies and to the Aviation Occurrence Analysis Agency (ABL) of the Human Environment and Transport Inspectorate (ILT), every person involved in the general aviation sector is called upon to report unsafe situations and so to contribute to aviation safety.

To promptly increase and ascertain the level of safety in the SPO sector, the Dutch Safety Board makes the following recommendations.

*To CNE Air:*

1. Implement a fit for purpose safety management system to ensure that maintenance and operational hazards are known and that risks are managed. Make sure that the responsibility for safety management is appropriately appointed within the company. Finally, foster communication within the company and with people who work with the company, such as hired pilots and technicians, about operational safety matters.

*To the Minister of Infrastructure and Water Management:*

1. Improve the level of safety in the sector of Specialised Operations (SPO) and the safety of third parties by setting up and implementing an effective oversight program. The oversight program should include flight, ground and ramp inspections.
2. Strengthen the current ILT oversight capacity on SPO operators to match the array of oversight activities as demanded by European regulation. At a minimum, the goal must be to have all SPO operators entered in the oversight program and adequately inspected before March 2022.

*To Specialised Operations Operators:*

1. Specialised Operations (SPO) operators are urged to apply pertinent lessons from this accident to improve the safety of their operations.