



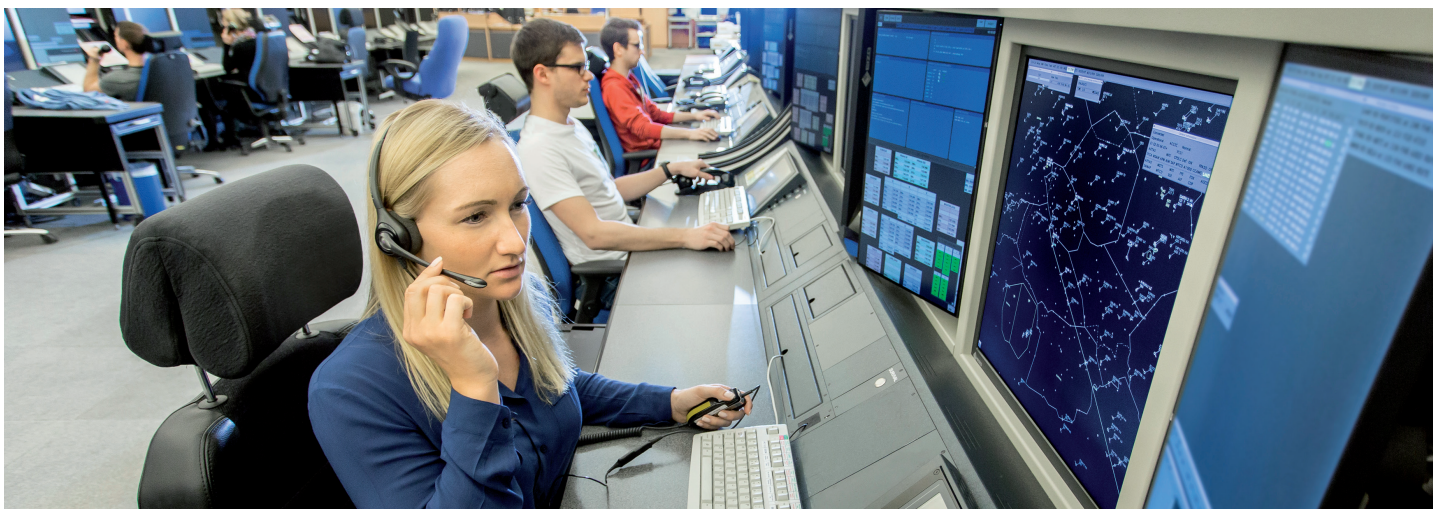
“JUST CULTURE” TRAINING

One key to the successful implementation of safety regulation is to attain a “just culture” reporting environment within aviation organisations, regulators and investigation authorities. This effective reporting culture depends on how these organisations handle blame and punishment.

Only a very small proportion of human actions that are unsafe are deliberate (e.g. criminal activity, substance abuse, use of controlled substances, reckless noncompliance, sabotage, etc.) and as such deserve sanctions of appropriate severity. A blanket amnesty on all unsafe acts would lack credibility in the eyes of employees and could be seen to oppose natural justice. A “no-blame” culture is therefore neither feasible nor desirable.

What is needed is a “just culture”, an atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety-related information - but in which they are also clear about where the line must be drawn between acceptable and unacceptable behaviour.

There is a need to learn from incidents through safety investigation so as to take appropriate action to prevent the repetition of such events. In addition, it is important that even apparently minor occurrences are investigated, in order to prevent catalysts for major accidents. Safety analysis and investigation is a necessary and effective means of improving safety, by learning the appropriate lessons from safety occurrences and adopting preventative actions. It is therefore important that an environment exists where occurrences are reported, the necessary processes are in place for investigation and for the development of necessary preventative actions such as re-training, improved supervision etc.



Austro Control will provide you with a training course which will include the following topics:

- Basic Concept of "Just Culture"
- Development of a "Just Culture" policy
- Implementation of "Just Culture" into ATM Incident Investigations
- Definitions regarding "acceptable" behaviour and "not acceptable" behaviour
- Sanctions agreed for unacceptable behaviour
- Process to deal with actions in the "grey area"
- Tools for "Just Culture"
- Implementation of "Just Culture" into all aspects of Safety

An additional course may be provided to learn the usage of the "David Marx Just Culture Matrix Tool". This course will be based on the initial "Just Culture" Training Course.

"JUST CULTURE"

Is a **LEARNING** culture
versus **PUNITIVE**

Encourages **HONESTY**
& accountability

Takes **HUMAN ERROR**
into consideration

Duration of basic training course in Austria: 1 day
For dates & fees of training courses please refer to
www.austrocontrol.at/company/products

Duration and content of training on site
will be tailored to customer's needs and
requirements.



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