



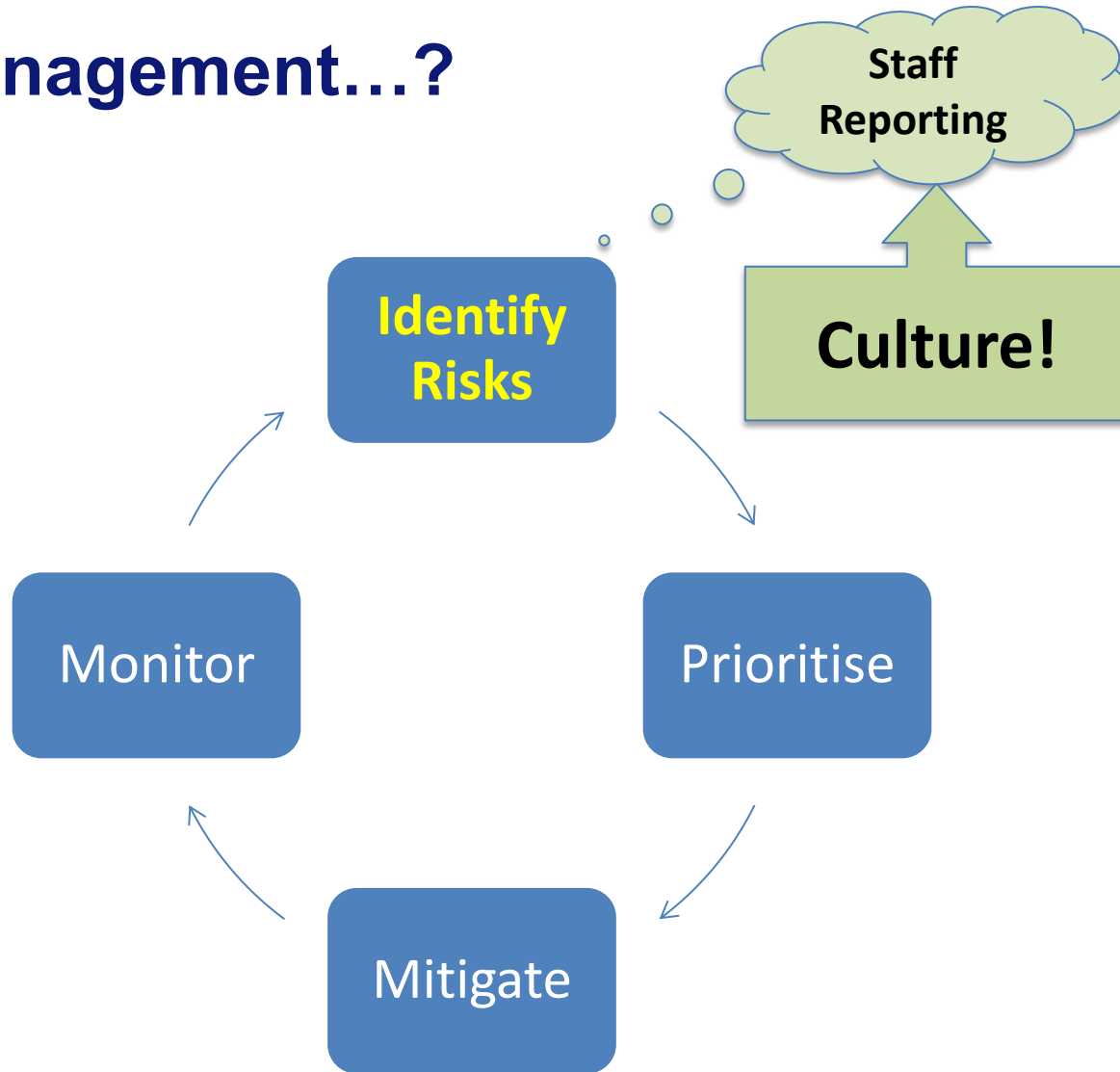
Just Culture

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What's this about?



Safety Management...?



What is a Just Culture?

Cultivating an atmosphere where people have confidence to report safety concerns without fear of blame. Employees must know that confidentiality will be maintained and that the information they submit will be acted upon, otherwise they will decide that there is no benefit in their reporting.

Errors and unsafe acts will not be punished if the error was unintentional. However, those who act recklessly or take deliberate and unjustifiable risks will still be subject to disciplinary action.



Organisation collects and analyses relevant data, and actively disseminates safety information.

Organisation is able to learn from its mistakes and make changes. It will also ensure that people understand the SMS processes at a personal level.

Organisation and the people in it are capable of adapting effectively to changing demands.

Not entirely a new idea

A fault revealed voluntarily will be treated leniently but a fault concealed may lead to serious consequences for the workman, not to mention the pilot

Hurricane
production
1940



'Just Culture' in EC376/2014

- Definition of **Just Culture** introduced into the EU Regulation, Art 2(12)

*A culture in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, **but** in which gross negligence, wilful violations and destructive acts are not tolerated*

'Just Culture' must be guaranteed!

- *Organisations must implement a just culture, Art 16(11):-*

*Each organisation established in a Member State shall, after consulting its staff representatives, adopt internal rules describing how 'just culture' principles are **guaranteed and implemented within that organisation.***

Just Culture: Reasons to Report, or not.....

YES – Report it!

Don't want aircraft to crash

I know I'm supposed to

Somebody saw me

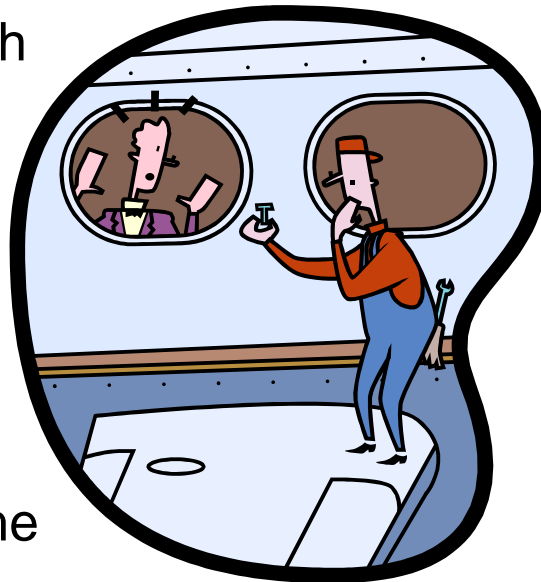
It might happen again

I might get thanked

The system will support me

It's the law

Easy to complete a report



NO – Hide it!

I might get fired

Nothing will change

I'll look foolish

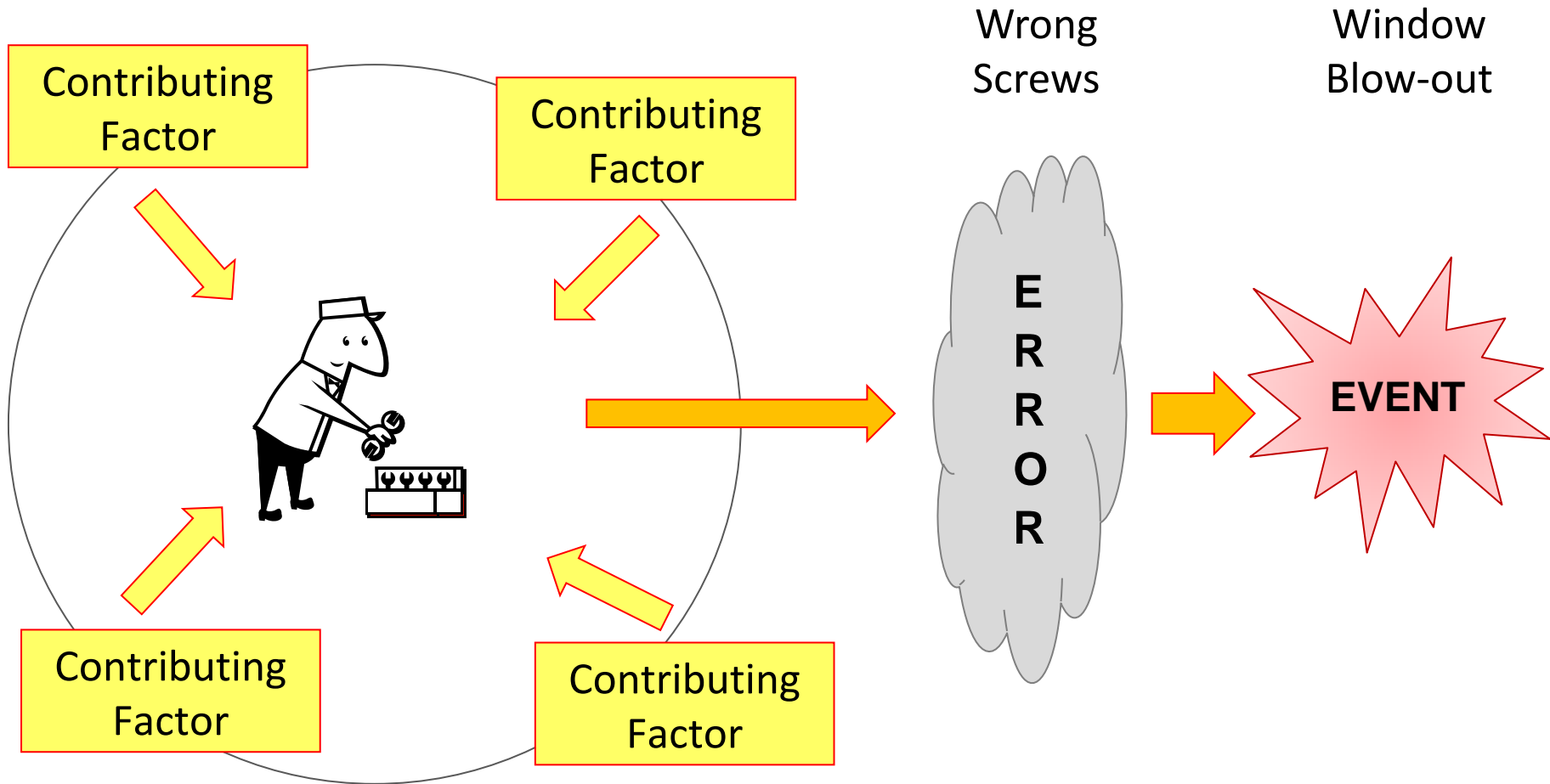
I might lose my Licence

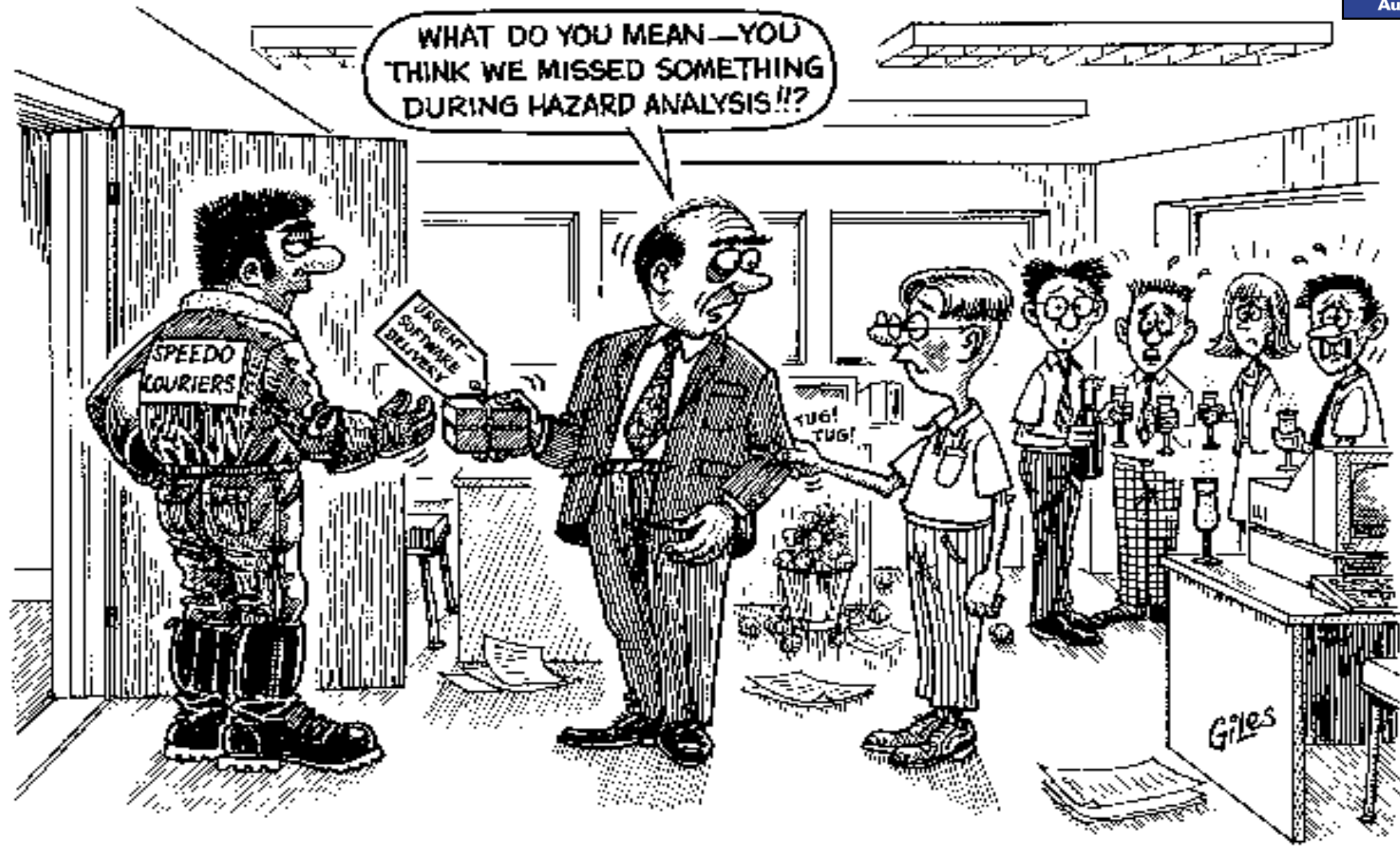
Nobody noticed

It's unimportant

It's too difficult

Where to Focus





Just Culture should enable open communication

Thank you!