

ENAIRO's Incidents contributors assessment procedure

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ENAIRO =

Just Culture in practice

ENAIKE's incident contributors assessment procedure



Just Culture Awareness Workshop

24th May 2017

ENAIRES Just Culture related procedures



Just Culture

ENAIKE's Just Culture related procedures



Just Culture Policy

Notification &
Investigation of
safety incidents
process

Critical Incident
Stress Management
(CISM)

Communication of
safety information
general procedure

Incidents contributor
assessment
procedure

Human Factors
related procedures
(work in progress)



ENAIKE's Incidents contributor assessment



Who?

What?

When?

To whom?

How?

Incidents contributor
assessment
procedure

ENAIRE's Incidents contributor assessment



When?

The procedure applies after the occurrence of a safety incident with:

- Preliminary ground severity A / B; and
- Direct or indirect ATM contribution

Or

- Preliminary ground severity C that, during the investigation, change to ground severity A / B ; and
- Direct or indirect ATM contribution

Or

- When deemed necessary



**Severities according RAT Methodology*

ENAIRE's Incidents contributor assessment



What?

1

Provisional Inability (according to Commission Regulation (EU) 2015/340)



< 6 days from the safety incident

2

Interview with ACTOs involved



< 20 days from the safety incident

Reincorporation

3

Operational actions assessment



< 10 days from interview

4

Recommendations & Follow up



< 10 days from interview



< 90 days from the safety incident

ENAIRE's Incidents contributor assessment



To whom?

1

Provisional Inability (according to Commission Regulation (EU) 2015/340)

Automatically for ATCO's that may have contributed (ATM contribution) in a safety incident with:

- Preliminary ground severity A

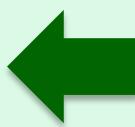
Or

- Preliminary ground severity B, with a previous contribution in a safety incident with ground severity B (or higher) within a period of one month

At least, until the interview and operational assessment is carried out



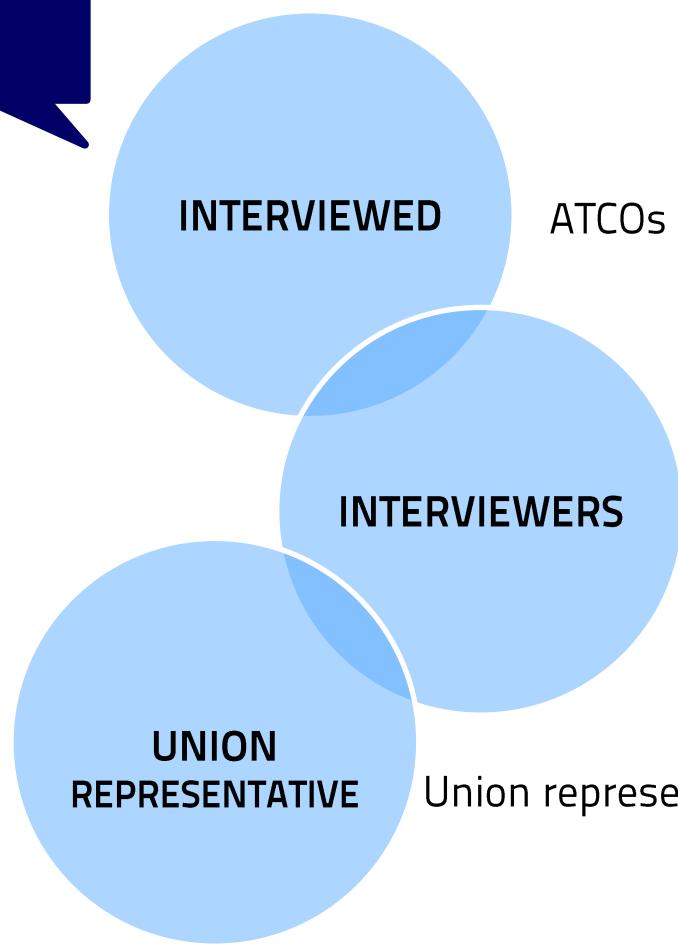
Reincorporation may require reinforcement measures competence assessment or a Safety Report if there is no ATM contribution derived from competence or behavioural ACTO deficiencies



ENAIRE's Incidents contributor assessment



Who?



Interview with ATCOs involved

Report of no interview required

Meeting allocated by HR

INTERVIEWERS

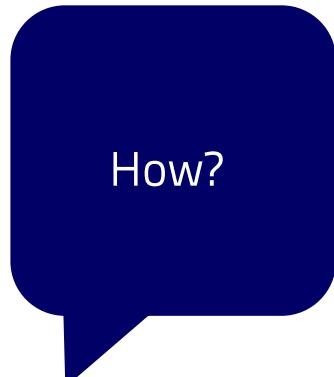
Head of Regional Safety Department & Safety Division

**UNION
REPRESENTATIVE**

Union representative is allowed, under interviewed request



ENAIKE's Incidents contributor assessment



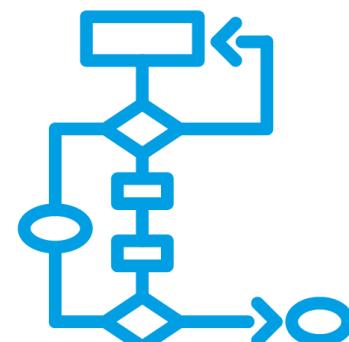
3

Operational actions assessment

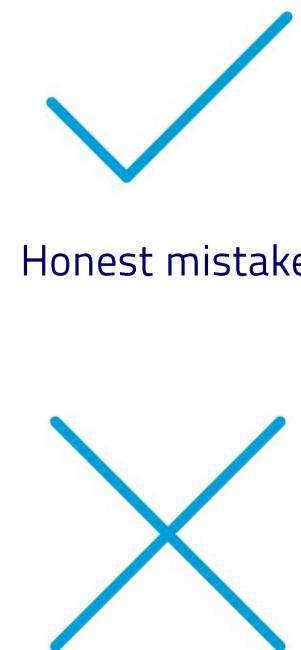
Head of Regional Safety Department & Safety Division



Behaviour to be
assessed

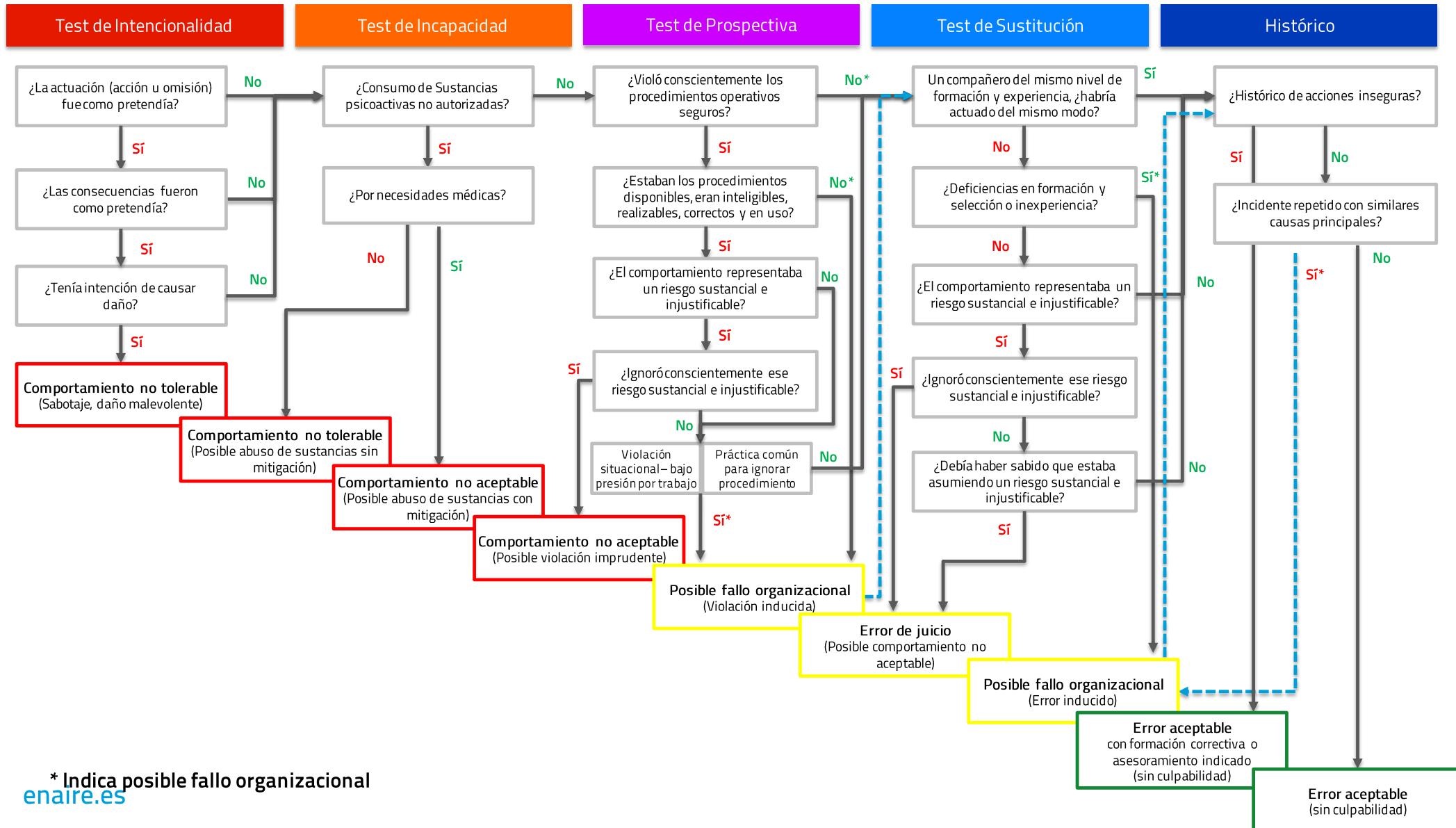


Decision tree



Systemic issues

ENAIKE's Incidents contributor assessment



ENAIRE's Incidents contributor assessment



Based on Just Culture bibliographic references (James T. Reason)



Guide to assess objectively and with a known common criterion



Always run all tests; it doesn't change the result but weights and refines



The behaviour needs to be assessed, irrespective of systemic issues identified



Systemic approach, not intended to determine blame neither to transfer individual responsibility to senior management



Preventive approach. Possible behaviour that is not tolerable or not acceptable requires further analysis (technical + judiciary)

ENAIRE's Incidents contributor assessment



What?

4

Recommendations & Follow up

Head of Regional Safety Department → Regional Director

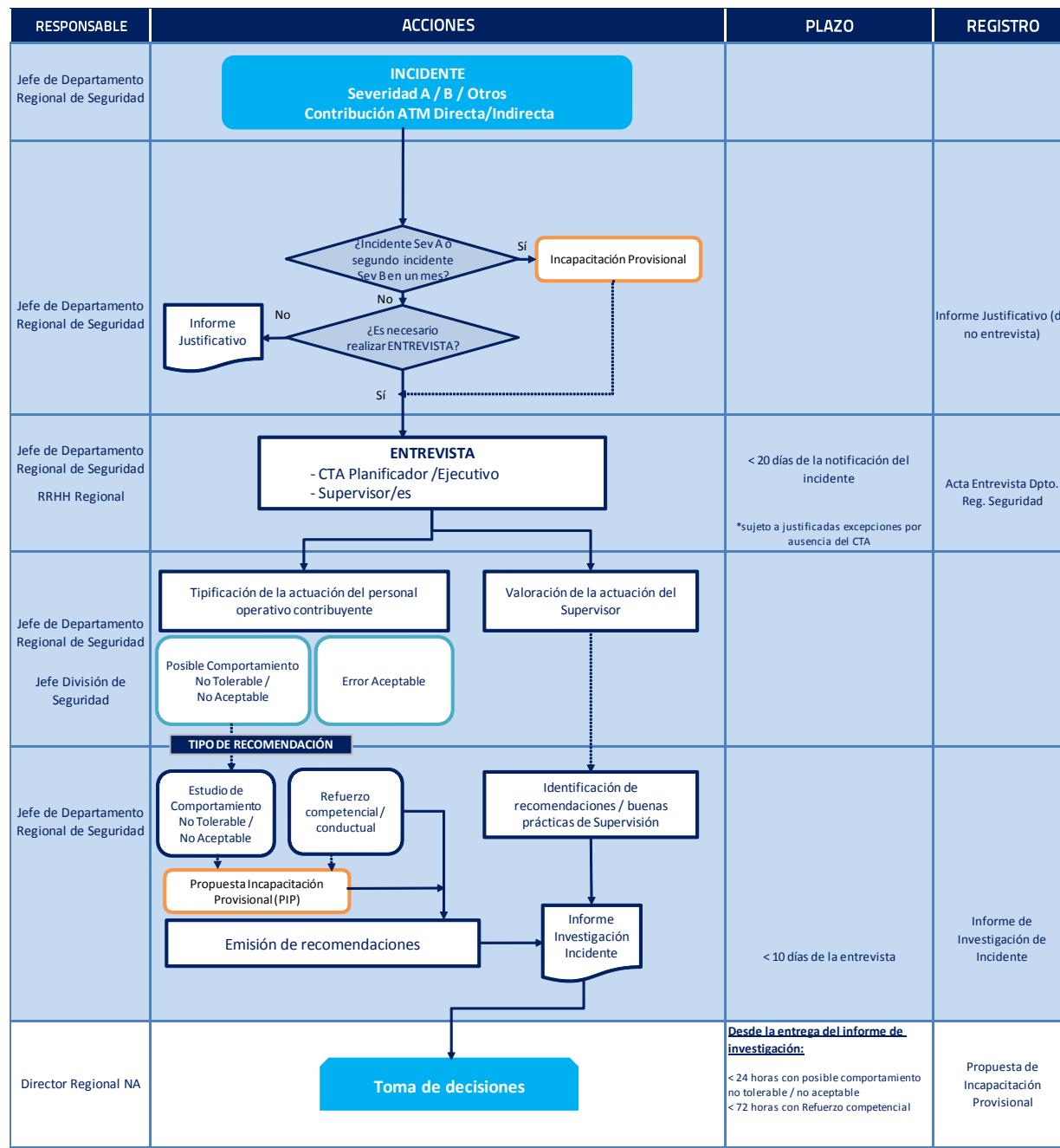
Competence or
behavioural
reinforcement

Study of possible
behaviour that is not
tolerable or not
acceptable

Provisional Inability



ENAIRES Incidents contributor assessment



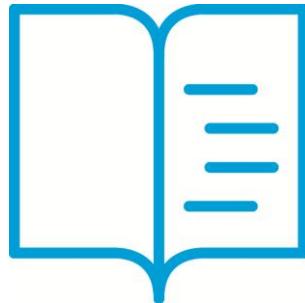
ENAIRE's Incidents contributor assessment



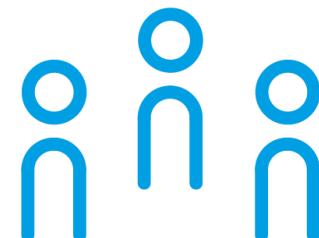
The formalization of the procedure constitutes a guarantee both for workers and managers, basing the decision making in objective and non-discriminatory and known criteria



Only applies after a Safety Incident with ATM contribution



Assessment objective and with a known a common criterion



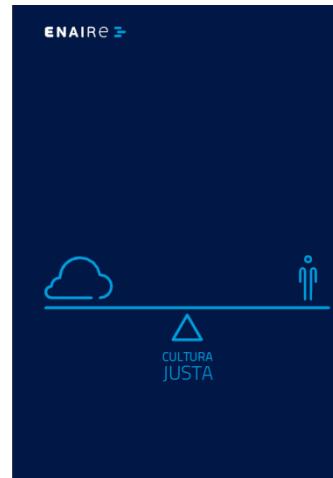
Non individual decision

ENAIRO Safety Strategies. Safety Plan 2017-2020



Just Culture video

ENAIRO's Just Culture Guide



enairo.es

Just Culture Days at Units

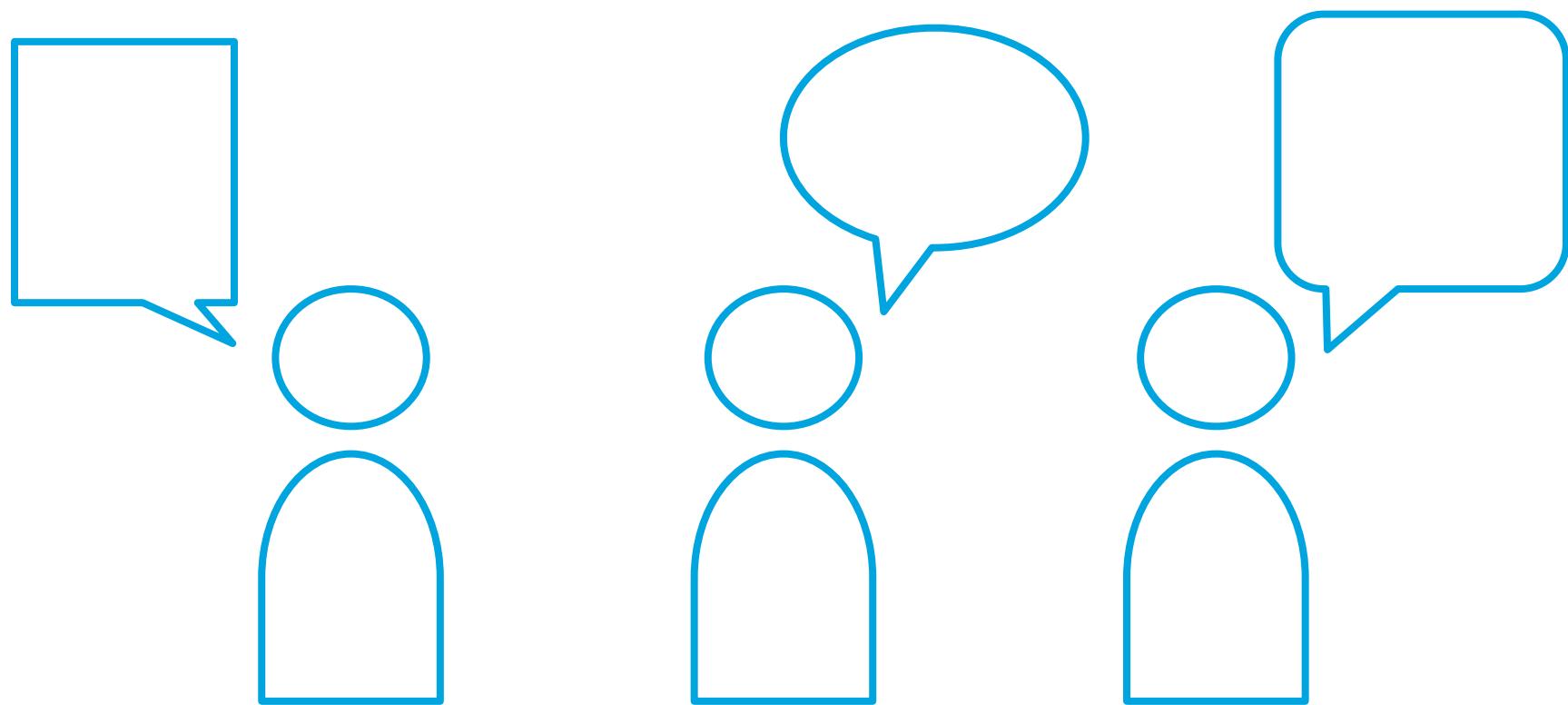


Just Culture

Campaign

In collaboration with Unions
and Professionals Associations

Questions & Answers



Thank you for your attention

