

## **EUROCONTROL** Just Culture Policy

### **Introduction**

This document contains the policy statements that reflect the formal introduction of a 'Just Culture' in the EUROCONTROL Agency. Such a culture is an essential pre-requisite to ensure that EUROCONTROL remains a learning organisation regarding safety.

The important concept of "Just Culture" has been introduced in the EU by Commission Regulation 691/2010, and is defined as "a culture in which front line operators or others are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but where gross negligence, wilful violations and destructive acts are not tolerated".

Just Culture needs to be part of the constitutional provisions of the organisation and supported by all stakeholders (Management, Staff, professional bodies, and social partners).

### **Just Culture Policy**

- EUROCONTROL strives to be a learning organisation. In order to maintain and improve safety levels, lessons learnt from the identification of potential risks, mishaps and real safety events are essential to prevent recurrence.
- Humans are an essential part of the ATM system as they provide the necessary flexibility and resilience to adjust to unforeseen circumstances. We will make every effort to create a system as resilient as possible in order to minimize the impact of any unforeseen event, including dealing fairly and justly with cases of human error.
- We take responsibility as an International Organisation for the full application of the Just Culture principles.
- We will engage with the judiciary authorities and inform through all relevant channels, including the media, national governments, international organisations and the general public that a just and fair culture that respects the Rule of Law is a fundamental principle of a civilised society and the only acceptable way to effectively maintain and further improve our safety levels.

A handwritten signature in black ink, appearing to read 'V.B.', is located above the printed name.

**Frank Brenner**  
Director General  
23 September 2014