



Affording to be transparent: Corporate Just Culture

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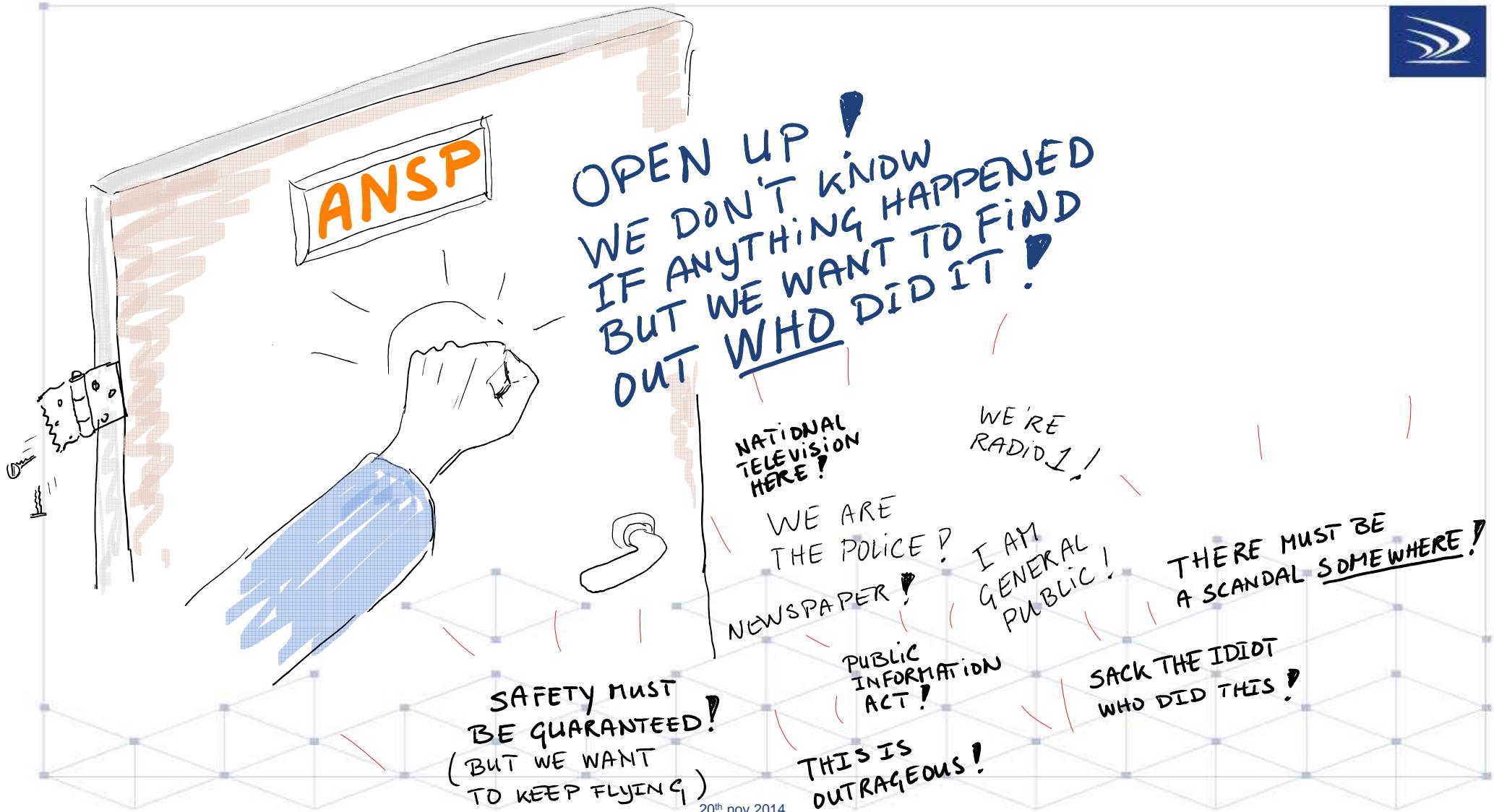
Who needs a Just Culture?



- They are humans
- Humans make mistakes
- If we want these people to perform these jobs...
- **...we must find a way of dealing fairly and justly with these inevitable errors.**



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Internal Just Culture



- A.k.a 'Corporate Just Culture'
- Give people trust so they action their good intentions over and above their emotions.
- Better safety performance
- Your Just Culture adopts already parts of the classical beliefs of criminal justice.
- Justice officers will better trust your system
 - But only if they understand it!



A good
INTERNAL
Just Culture
assists a
good
EXTERNAL
Just Culture



Corporate just culture



LVNL does not punish staff for actions, omissions or decisions taken by them that are commensurate with their experience and training. However gross negligence, wilful violations and destructive acts are not tolerated.

but *HOW* to make this operational?

HOW to get people to action their good intentions, in stead of hiding errors for fear of punishment?

if you have done nothing wrong, you
have nothing to fear...



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A simple Just Culture 'algorithm'



- Investigation
 - Thoroughly of course!
- Interpretation of human behaviour
 - Using a classification scheme
 - E.g. by committee
- Advice to exec board
 - Repairing the systemic issues
 - Personnel measures
 - If needed, incl. management
- Conclusion
 - Execution of advice
 - Communication to rest of employees



Your performance



- You know what you are doing
- You understand humans realise the safety performance
- You are operating a mature SMS
 - Including all safety performance details
- You realise you live in a glass house anyway
- To foster a good external culture, you need to be transparent about having an internal just culture



When you are **comfortable** with your performance...



- ... you are not afraid to share and discuss data with *anyone*

