

# Safety Culture - Leading From the Top

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President of the Avinor group



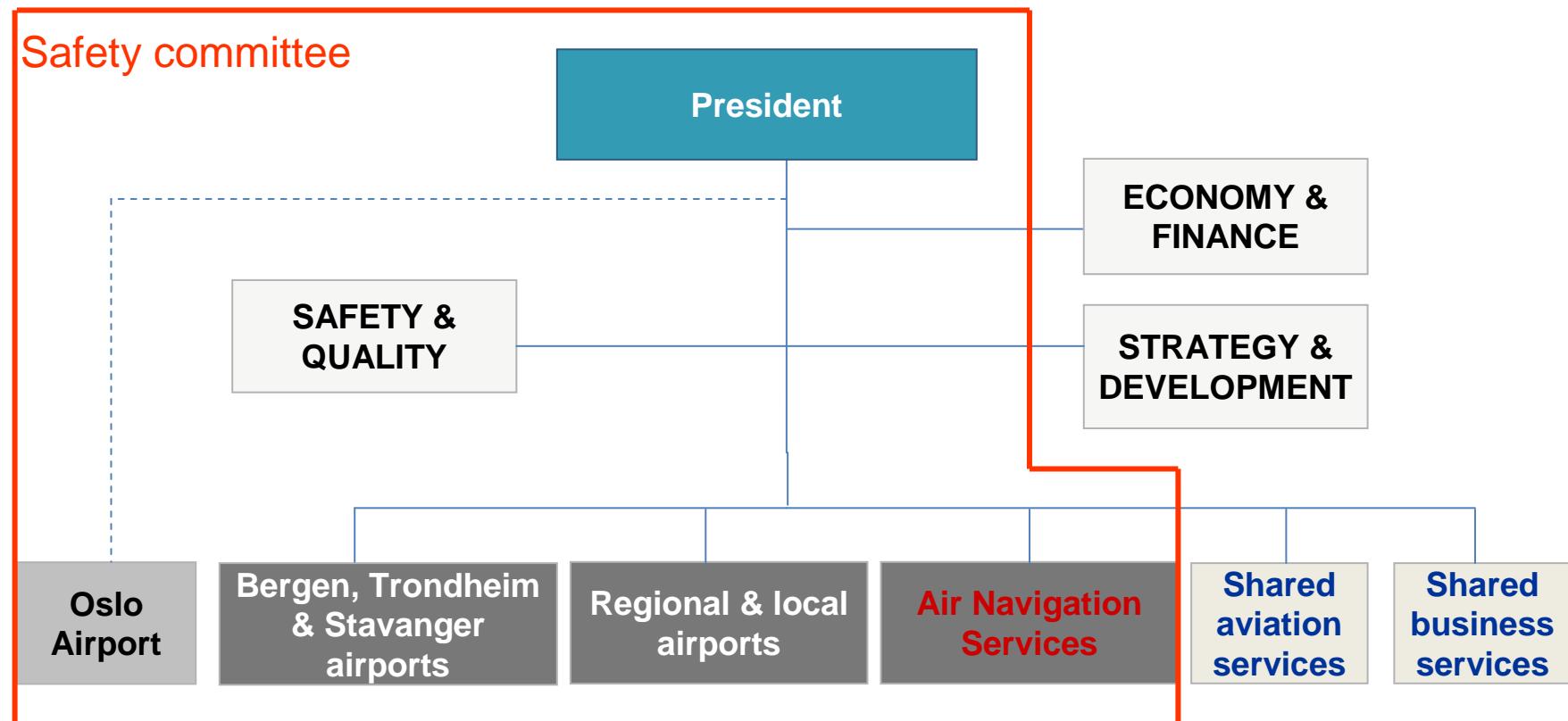
# Headlines

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- Organisation
- Safety Culture Strategy
- Safety Culture Evolution
- Leading from the top
- Benefits
- Conclusion



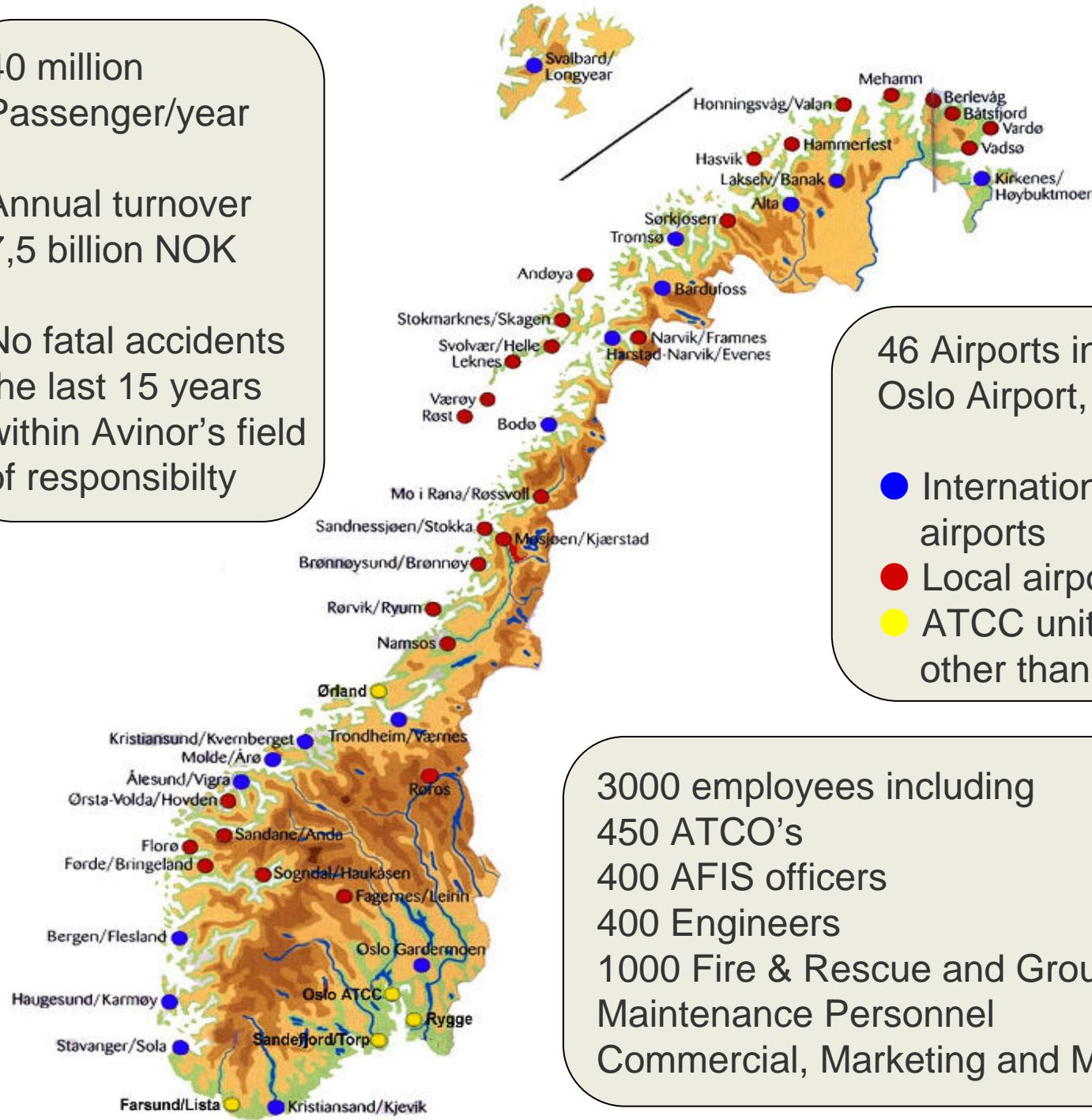
# Avinor



40 million  
Passenger/year

Annual turnover  
7,5 billion NOK

No fatal accidents  
the last 15 years  
within Avinor's field  
of responsibility



46 Airports incl  
Oslo Airport, Gardermoen

- International/Regional airports
- Local airports
- ATCC units and TWRs at other than Avinor airports

3000 employees including  
450 ATCO's  
400 AFIS officers  
400 Engineers  
1000 Fire & Rescue and Ground Operation/  
Maintenance Personnel  
Commercial, Marketing and Management staff

# Safety Culture Strategy

- Corporate safety plan 2007 – “Improve safety culture”
- First safety culture assessment 2007
  - Action plan
  - Safety culture campaign – travelling Norway
- Second safety culture assessment 2009
  - Action plan.

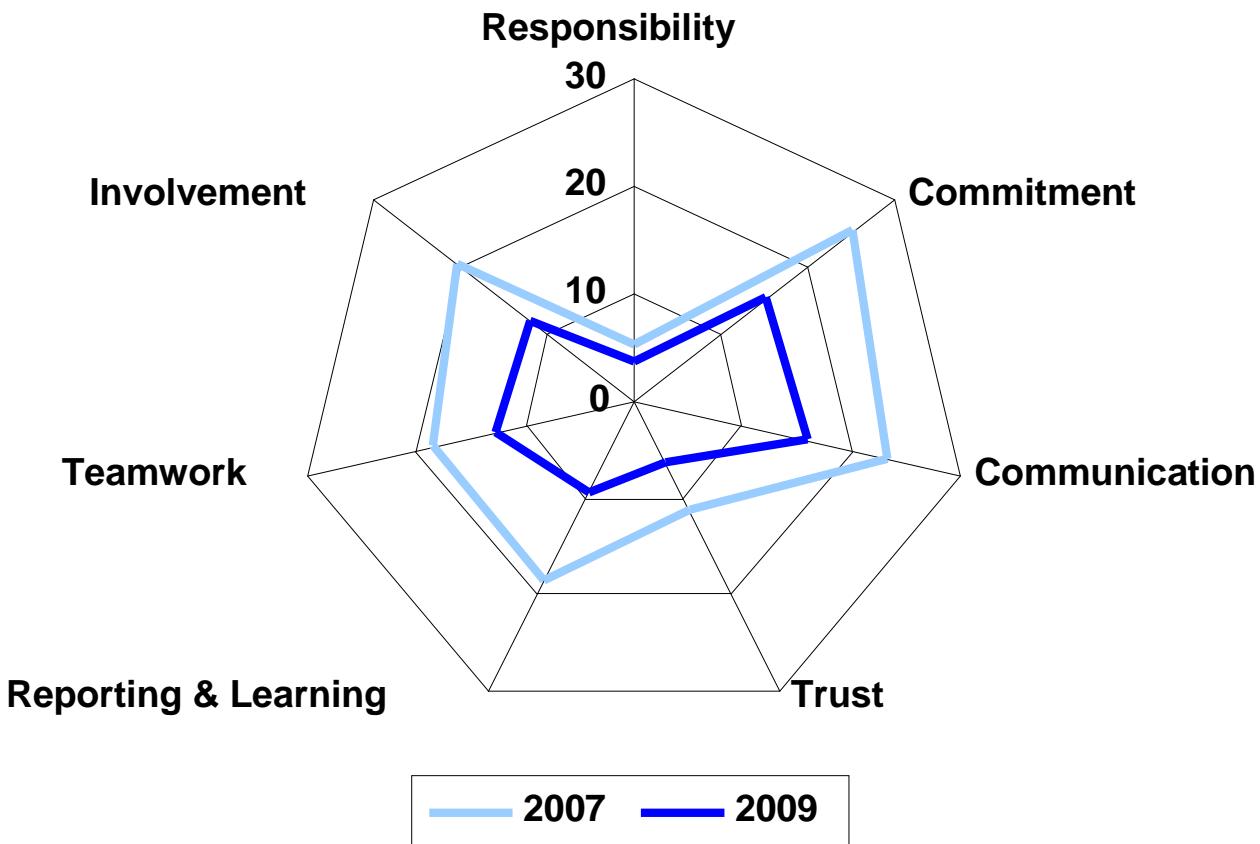


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# Safety Culture Evolution

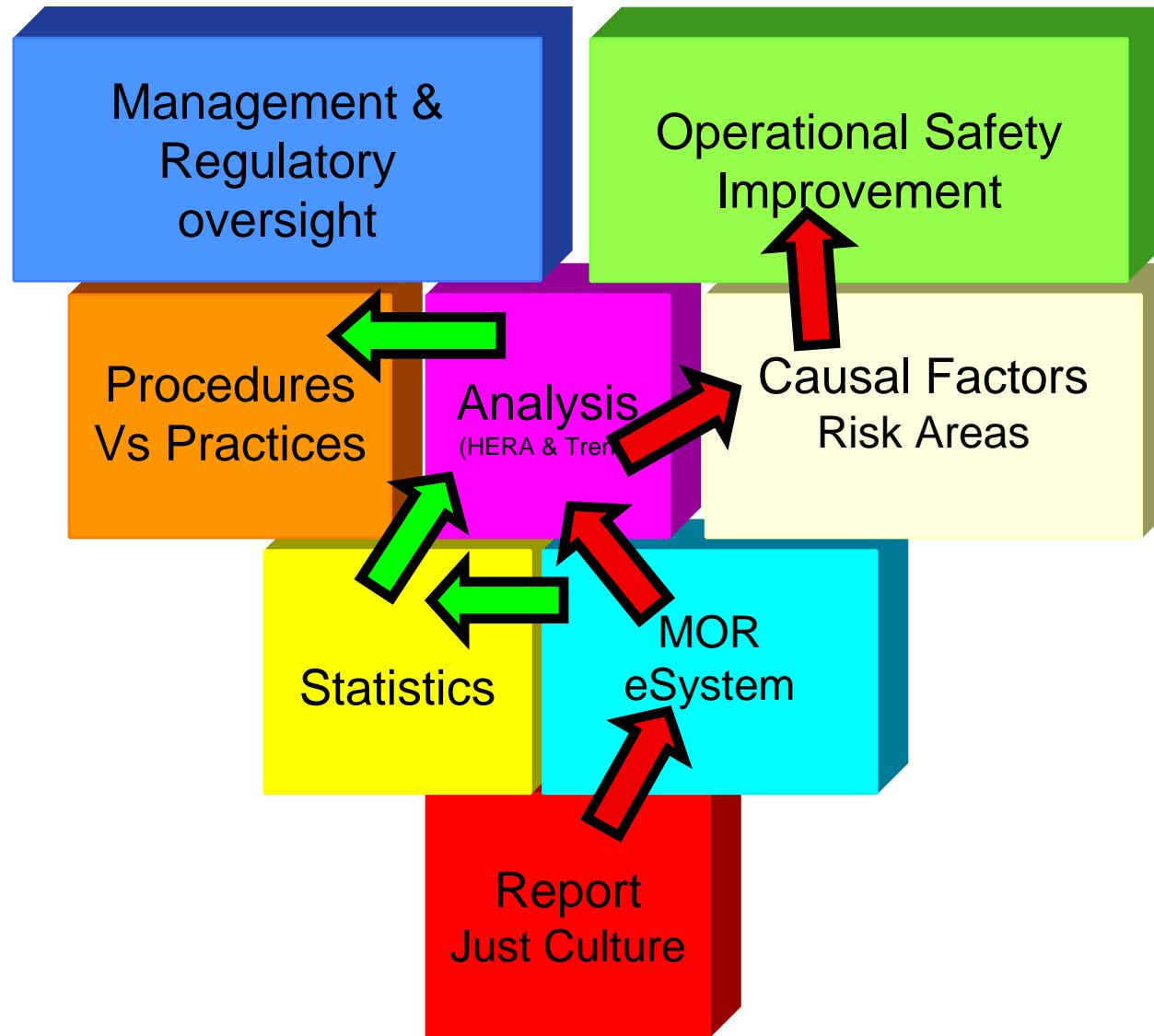


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## Safety Culture from the Top in Everyday Work



# Safety Improvement Process

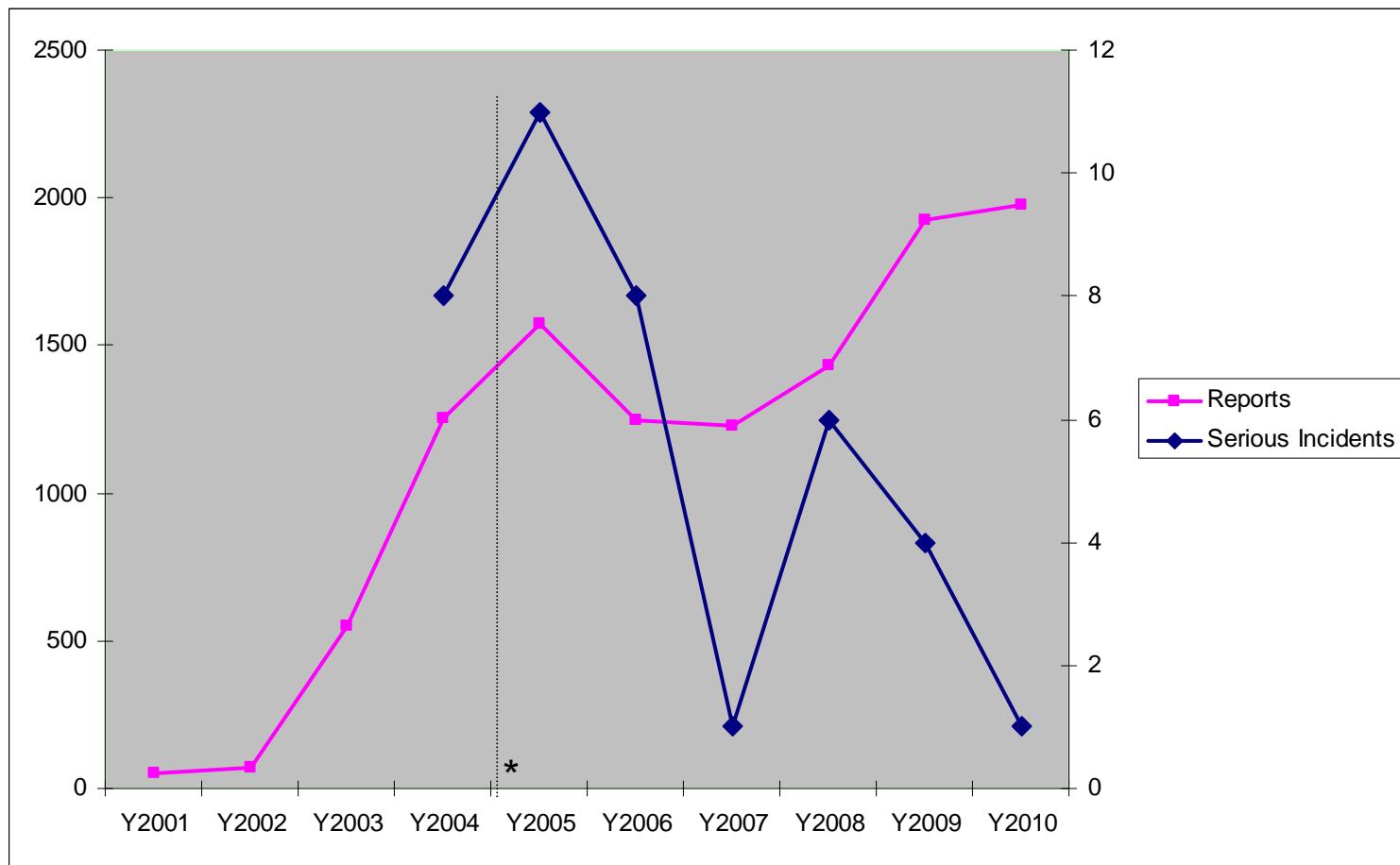


# Safety Culture in Everyday Work

- Safety an integral part of the business
- Genuine interest in safety -> good role model
- Building competence – influencing behaviour
- Communication
  - Active dialog with owner and authorities
  - Cultivate dialogue with staff
  - Public exposure
- Building reporting culture/trust
- Sharing lessons learned -> good leadership behaviour.



# Occurrence Reports vs Serious Incidents



\* New classification scheme in 2005

# What does Safety Culture Give You?

- More competent organisation
- Understanding the overall system
  - Improved reporting
- Best possible risk-picture
  - Improved decision making
  - Safer operations
- A good Safety Culture often influence a good overall business culture.



## No Need to be a Safety Superman



- *Walk the talk*
- *Communicate on all levels*
- *Involve*
- *Be visible.*

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*Thank you!*