



**ES<sup>2</sup> - Experience Sharing to Enhance SMS -**

**Programme 2012**

**SMS from the local perspective to the FAB**



**ES<sup>2</sup>-WS2-12 - JUST CULTURE – TIME TO DELIVER**  
**Implementation, Opportunities & Challenges**

**20-21 SEPTEMBER 2012 -ISTANBUL**  
**- HOTEL WOW İSTANBUL HOTEL - DÜNYA TICARET MERKEZİ YANI 34149 YEŞILKÖY/ İSTANBUL**

<b>Day 1 – 20th September 2012</b>	
<b>08:30</b>	<b>Registration</b>
<b>09:00</b>	<b>Welcome and introduction</b> <b>DHMI General Directorate of State Airports Authority of Turkey &amp; EUROCONTROL</b>
<b>09:20</b>	<b>Session 1: Setting the scene – Just Culture in Europe and Beyond</b> <i>Issues, trends and concerns – EUROCONTROL - Tony Licu - Head of Operational Safety Unit</i> <b>Q&amp;A</b>
<b>09.45</b>	<b>Session 2: Just Culture Deliverables: Model Policy, Support and Cooperation</b> <i>EUROCONTROL Just Culture Task-Force – Roderick Van Dam – Chairman of Just Culture Task Force</i> <b>Q&amp;A</b>
<b>10.15</b>	<b>Coffee break</b>
<b>10.45</b>	<b>Session 3: Where are we – Judiciary &amp; Safety investigation practice in Europe</b> <i>Roderick Van Dam – Chairman of Just Culture Task Force</i> <b>Q&amp;A</b>
<b>11.10</b>	<b>Session 4: Just Culture in your Pocket</b> <i>Best Practices for Just Culture - Job Brüggen – Safety Manager – ATC The Netherlands</i> <b>Q&amp;A</b>
<b>11:35</b>	<b>Session 5: What does Just Culture mean for Frontline Operators</b> <i>IFATCA – Zeljko Oreski – European Vice-President</i> <b>Q&amp;A</b>
<b>12.15</b>	<b>Lunch Break</b>
<b>13:40</b>	<b>Session 6: EU Policy and Regulatory Approach</b> <i>European Commission – Jean-Pol Henrotte –Policy Officer DGMOVE/SES Unit</i> <b>Q&amp;A</b>
<b>14.10</b>	<b>Session 7: EASA ATM/ANS Standardisation &amp; links to Just Culture</b> <i>Enhancing Just Culture to ensure a high level of aviation safety &amp; Standardisation visits approach to Just Culture – EASA - Milen Dentchev – Head of ATM Standardisation Unit &amp; Clarisse Ribeiro – Legal Expert</i> <b>Q&amp;A</b>
<b>14.50</b>	<b>Coffee break</b>



## ES<sup>2</sup> - Experience Sharing to Enhance SMS -

### Programme 2012

SMS from the local perspective to the FAB



15.20	<b>Session 8: Just Culture Achievements in Airlines Industry</b> <i>Application to the Flight Data Monitoring, regulatory aspects, hurdles obstacles and successes -Air France- Captain Bertrand de Courville</i> Q&A
16.00	<b>Session 9: Just Culture Principles - Application at Corporate level</b> <i>Implementing Just Culture principles, the need for a robust policy – including the use of automatic collection of safety data – ENAV- Giancarlo Ferrara – Head of Safety Division</i> Q&A
16:40	<b>Session 10 - Moderated Q&amp;A session on Just Culture and Legal issues , Organisational issues and relationship with Media, Roderick Van Dam &amp; Tony Licu</b>
17.15	<b>Session 11 - Conclusions of Day 1</b> - <i>Where did we come from?</i> - <i>Where are we going?</i>

Day 2 – 21 <sup>st</sup> September 2012	
09.00	<b>Session 11 : Quality of Reporting &amp; Data Investigation in relation with potential judiciary interventions</b> <i>How Quality Reporting can influence decision making - Tom Lintner – President and CEO The ALOFT Group</i> Q&A
09.30	<b>Session 12: Legal &amp; Judiciary View (the Prosecutor and the Judge view)</b> <i>The judiciary and the application of just culture – discussion with a number of representatives from the Judiciary in a number of EUROCONTROL member States</i> - <i>Bote ter Steege - Dutch Prosecutor- The Netherlands</i> - <i>Massimo Scarabello – Judge GIP Italy</i> Q&A
10.40	<b>Coffee break</b>
11:10	<b>Session 13: Practical Occurrence Cases and Judicial Interventions</b> <i>All with moderator (Tom Lintner and speakers)</i>
12:30	<b>Lunch break</b>
14.00	<b>Session 14: Just Culture – What Next?</b> <i>Conclusions and way forward</i>
15.00	<b>Closure</b>



## **ES<sup>2</sup> - Experience Sharing to Enhance SMS -**

### **Programme 2012**

**SMS from the local perspective to the FAB**



**The Istanbul ES<sup>2</sup>-WS2 seminar is oriented towards turning the Just Culture principles into reality inside organisations and institutions taking account the applicable national or international legal environment.**

For a number of years now, Just Culture has increasingly occupied the agenda's of aviation safety experts, investigators and rule makers at national and international level Air Transport and ATM operators as well as International Organisations such as ICAO, EUROCONTROL and the EU. Just Culture addresses the often complicated relationship between the propagation of aviation safety and the administration of Justice at national level. These are two distinct worlds that seldom meet. One is by nature international, dynamic and very sensitive to safety; the other is by nature national, resistant to progressive change and very sensitive to the rule of law. No wonder that their interaction or perhaps more correctly the lack of it, generates difficult and often passionate discussions with associated allegations on the "criminalisation" of aviation.

In Europe, the inclusion of a Just Culture key performance indicator in the EU Performance Regulation and a number of Just Culture based practices in the recently enacted EU Accident and Incident Regulation has put the topic firmly in the public domain. Gradually, a dialogue with the national judiciary is being developed, inter-alia, through the activities of the EUROCONTROL Just Culture Task Force.

Nobody can claim automatic criminal immunity in any civilized country. But it is true that a number of cases raise questions on the relevance and motives of some criminal prosecution and court cases. Accidents and serious incidents almost always occur as the result of a series of events that lead to disastrous results. When mistakes are involved they can often be labelled as "honest" mistakes that would not qualify as criminal behaviour.

At the Corporate level, in Air Navigation Services Providers and Air Transport Operators in Europe and beyond, Just Culture principles are routinely tested in the context of daily Safety Management System (SMS) activities. However, an SMS will not assure safety unless it is tailored to meet specific operational demands and accords with accepted and regulated standards. All staff involved in the provision of ATM services need to be properly aware how the SMS and its associated rules and legal frame work within which they operate, applies to them in the context of Just Culture.

In particular, they need to understand where the boundaries are between 'acceptable' and 'unacceptable' acts. If Just Culture principles of impartiality and fairness are to be applied then many organisations still need to be addressing the following: **- Who draws the lines and when are they crossed? ; - Is an organisation well prepared to identify honest mistakes? - Are staff members adequately informed about consequences of infringement of rules or behaviour of negligence/omissions?**

To establish a credible and effective Just Culture, both for interaction at corporate level and with the national judiciary, organisations must clearly define roles/responsibilities, the procedures that will be followed, the judicial interfaces and the human resources necessary to fulfil the stated ambition. Dialogue with social partners and unions is essential.

The participants of the Istanbul ES<sup>2</sup>-WS2 seminar will share their feedback and their views on the status of implementation of Just Culture and on what remains to be done to balance safety and the administration of Justice. The Seminar will provide a unique opportunity to bring together aviation and legal/judicial stakeholders from across Europe and beyond to discuss Just Culture best practices and to demonstrate leadership and commitment into how effective application of Just Culture can support superior safety performance. Practical examples and case studies will be shared. The seminar is targeted primarily at safety and operational experts as well as managers of ANSPs involved in local safety management as well as within FAB developments. Also especially welcome are Air Traffic Controller professional Associations, Pilot Associations, Airlines and their Associations (IATA, IACA, ERA, AEA, ELFAA), Maintenance Organisations, Legal Experts, Judges, Prosecutors and Regulatory Institution – EC and EASA. ANSPs and FABs are encouraged to invite their NSAs' partner stakeholders.

**The ES<sup>2</sup> project and DHMI looks forward to seeing you on the 20th & 21st September 2012 in Istanbul.**



**ES<sup>2</sup> - Experience Sharing to Enhance SMS -**

**Programme 2012**

**SMS from the local perspective to the FAB**



**ES<sup>2</sup> Project Contact**

Chantal MOUZELARD (Secretary – [Chantal.mouzelard@eurocontrol.int](mailto:Chantal.mouzelard@eurocontrol.int))

Dr Frederic LIEUTAUD (Project Manager – [frederic.lieutaud@eurocontrol.int](mailto:frederic.lieutaud@eurocontrol.int))

Tony LICU (Head of Operational Safety Unit – [antonio.licu@eurocontrol.int](mailto:antonio.licu@eurocontrol.int))

**VENUE of the WORKSHOP and Details for Room reservation**

**HOTEL WOW İSTANBUL**

**Address: WOW İSTANBUL HOTEL İstanbul Dünya ticaret merkezi yanı 34149 Yeşilköy/ İstanbul.**

**Tel. +90 212 468 30 00 / Fax: +90 212 465 06 75**

**For reservation : ([reservation@wowistanbulhotel.com](mailto:reservation@wowistanbulhotel.com) )**

**reservation code (FAB Just culture or Eurocontrol ES2-WS2-12)**

**contact person : Aslı YENİCE ([aslyenice@wowhotelistanbul.com](mailto:aslyenice@wowhotelistanbul.com) )**

**A block booking for 70 rooms has been made for 145 EUR/night/room.**

**Please reserve your room directly with the Hotel using the above details**

**Use the following link to get the info on how to arrive at the WOW İSTANBUL HOTEL**

**[http://www.wowhotelsistanbul.com/WOWISTANBUL-HOTEL/18/HOW\\_TO\\_GET THERE.aspx](http://www.wowhotelsistanbul.com/WOWISTANBUL-HOTEL/18/HOW_TO_GET THERE.aspx)**

