

## SMS Good Practice Submission

ANSP	ATNS SOC	Date of submission	November 2023
SoE Study Area	SA1.2		
Good Practice title	Safety Culture Survey communication process		
In use since	2019		

### Details:

Please provide some details of the good practice – Approx. 500 words. Details should include:

1. *A brief description of the Safety Management process good practice being submitting for review by the Best Practice Review Group.*
2. *A justification of why the Safety Management process is believed to be a "good practice";*
3. *A description of the resources required to develop the Safety Management process, for example: how long did the development take, how many people were involved and whether there a significant technology cost;*
4. *A description of why the Safety Management process was developed (for example: to solve an identified safety problem, improve efficiency or in response to an audit observation etc.);*
5. *A description of how the Safety Management process has improved safety performance, or, the understanding of safety in the organisation.*

While the information provided will be treated in confidence, you may want to indicate if certain aspects should be treated with particular care as they are commercially sensitive, are patents, claimed intellectual property rights or similar.

### SA1.2

1. The communication process that is used to ensure a successful safety culture survey. The purpose of a safety culture survey, as well as the intent and link to the safety maturity of ATNS through CANSO, is explained to all managers ahead of time, usually through e-mail and their commitment to promote the survey is then also requested. In addition, over the two weeks that a survey will be administered, updates on participation rates are provided to managers every 3 days and expressed across the organisation as a % of completion against the total staff number in each team. Managers encourage their teams to participate in the survey. The whole process involves the equipage of managers to share results with their teams. The safety culture survey for the current financial year will be done by an external service provider who will provide training to managers on how to run SC workshops with their staff.

- Benefits:
  - Management engagement in process.
  - Staff engagement in process.

In the submission document can you please include:

What participation rates in the safety culture survey do you tend to have?  
Has this increased since adopting this approach?

2. The SMS process is a good practice because it creates excitement amongst the management and staff about the survey, it also creates some competition when the

participation rates are reported regularly, and departmental heads encourage participation of their staff. Since its implementation, the participation in the survey has increased significantly to 62% which is a big improvement since the survey was first conducted with rates below 50%.

3. The development involved HF specialists and communication specialists, there was no technological cost involved in the development. It was developed following a previous survey with low participation rates.
4. In a previous survey, the participation rate was low and a review was conducted of the possible reasons for low participation. The review revealed that the survey was not communicated enough and that the intention and importance was not well understood so a strategy had to be developed to ensure improvements.
5. The communication process has supported the survey process and resulted in increase participation rates which benefit the organisation because the sampled population gives a view of a large portion of the population and therefore the results are more reliable.

By submitting this Good Practice, I confirm that my organisation is willing for the proposed Good Practice to be shared with other ANSPs and to be made available on EUROCONTROL's Skybrary website.

This document should be sent to: [soe\\_2023@eurocontrol.int](mailto:soe_2023@eurocontrol.int) by 31<sup>st</sup> July 2023 at the latest.