

SMS Good Practice Submission			
ANSP	ATNS SOC	Date of submission	November 2023
SoE Study Area	SA1.3		
Good Practice title	Just Culture Peer Review Process		
In use since	2018		
<p>Details:</p> <p>Please provide some details of the good practice – Approx. 500 words. Details should include:</p> <ol style="list-style-type: none"> 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. <p>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.</p> <p>SA1.3:</p> <ol style="list-style-type: none"> 1. Just culture peer review committee (document attached). The Peer Review Procedure contains an appendix that have a matrix of examples and types of behaviour that is considered inside and outside of a safe and acceptable domain. In addition, the Peer Review Committee will apply this matrix when discussing a case. Moreover, the appeal process of such a committee finding calls upon an independent 3rd party from the aviation industry (retired airline pilot with JC experience within IATA & IFALPA) to review any case from the perspective of JC principles and the protection of the corporate reporting culture within the ambit of industry safety. The composition of the Peer review committee includes ATCOs, managers, safety specialists. The procedure requires a minimum of 50% of the committee to consist of peers. <p>In your submission document can you please add: The minimum number required to form a quorum to be able to reach a consensus. Does one member have a casting vote?</p> <p>A minimum number to form a quorum is 4 members</p> <ol style="list-style-type: none"> 2. The safety management practice is a good practice because it helps establish a transparent process for application of the Just Culture principles, ensures uniform and consistent application of the Just Culture principles. It is a good practice because it was started with a rigorous training process and refresher training to ensure that the knowledge of the principles and the application thereof is proper. 3. The resources involved in developing the process included Human factors specialists, ATS specialists, Technical specialists, Human capital department 			

(employee relations) and the Legal department. There was no technological cost however there was a big training cost associated with it..

4. The process was developed because there was a recognition that the implementation of the Just Culture needed a framework to guide practical implementation to ensure uniformity in application across the relevant areas.
5. The implementation of the Just Culture Policy and the Peer review process has improved safety performance in the sense that reporting has improved and employees now know with certainty what steps will be taken and how the process will unfold, it has removed fear amongst employees and really encouraged reporting.

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 by **31st July 2023 at the latest.**