

SMS Best Practice Submission

ANSP	AirNav Ireland	Date of submission	03/10/2023
Contact Details	Email: martin.timmons@airnav.ie		Tel:+353863843862
SoE Study Area	Safety Communications & Promotion		
OP/GP title	Safety Award		
In use since	2022		
ANSPs using this practice	Not sure if anyone else is recognising safety contributions.		

Details:

Please provide some details of the Best Practice and how it fits the CANSO requirement to be considered to be a Best Practice – Approx. 500 words. Details should include:

1. *A brief description of the Safety Management process best practice being submitting. These will be reviewed by the Best Practice Review Group;*
2. *A justification of why the Safety Management process is believed to be a best 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.*

The traditional approach to safety entails a general focus on what goes wrong – adverse events. We react after investigating the failures and take steps to ensure the same events or circumstances that contributed to the event occurring do not recur. By doing this we in effect prevent performance variability. This is traditionally known as the Safety I approach. A different approach (Safety II) entails a shift to focusing on what is going right, anticipating events, and understanding normal operations and systems functioning (systems thinking). It is important to note that it is not about shifting completely from Safety I to Safety II, rather merging each approach to understanding how the system actually works. What do we actually know about real work? Management, Regulators, etc. make rules and believe that this is how work is or should be performed – Work as Imagined. In reality, people adapt, make adjustments and create workarounds – Work as Done.

In 2021 AirNav Ireland identified the need to encourage a positive safety culture and help achieve AirNav Ireland's safety objectives by combining technical competence that is continually enhanced through training and education, effective communication, and information-sharing. Senior management is committed to proactively identifying what goes right and what goes wrong and learning from what succeeds and fails.

Things go well because people make sensible adjustments according to the demands of the situation. Finding out what these adjustments are and trying to learn from them is as important as finding the causes of adverse outcomes (Safety II). AirNav Ireland continues to monitor and assess its Safety Management System processes to maintain and continuously improve the overall effectiveness of the SMS. The Safety Award incentive establishment is intended to promote a positive safety culture throughout an organization.

The process is documented and communicated in AirNav Ireland's Safety Management Manual Revision 5.

Purpose of the Award

The AirNav Ireland Safety Award is designed to recognise the contribution that an employee makes in fostering a culture of safety in the workplace.

Eligibility

The award is available to all employees of AirNav Ireland who demonstrate a commitment and excellence to aviation safety in their workplace.

Selection Process

The Unit Safety Managers will review and identify suitable candidates whose contributions have made a positive safety impact on the organisation or in the services provided to customers. Identified candidates will be forwarded to the Safety Review Board for final consideration. This committee meets quarterly, and the Safety Award will be an agenda item at the board report. The chairman of

the SRB, the Accountable Manager, will present the results of the committee selection to the CEO for final selection and approval.

The USMs together with Safety Management Unit will actively seek information, identify new ideas and reward positive safety enhancements. Staff selection for the award will be based on but not limited to information provided by ANSP staff in the following methods:

1. Survey suggestions
2. Confidential reports
3. Mandatory occurrences
4. Voluntary occurrence reports
5. Audits
6. Observations

Frequency

It is intended that the award be presented on an annual basis however, at the discretion of the selection committee, the award may be presented as required.

The Award

The award will be at the discretion of the Chief Executive or the Accountable Manager.

To date, AirNav Ireland, has awarded two safety awards. The award consists of a certificate, a gift voucher (€250) and dinner with CEO and senior management team.

1. One in recognition of two ATCO's professionalism in providing a student light aircraft radar steers and descent clearance after inadvertently entering IMC on first solo cross country in Cork.
2. One in recognition of the contribution of ATM Operational Investigator contribution to analysis and recommendations in incident investigation.



By submitting this document, your organisation is willing for the proposed Best Practice to be shared with other ANSPs.

This document should be sent to: soe2023@eurocontrol.int **by 30th September 2023 at the latest.**