

SMS Good Practice Submission

ANSO	NAV CANADA	Date of submission	August 2024
SoE Study Area	SA1: Safety Culture		
Best Practice Title	Company culture at NAV CANADA		
In use since	2021		
ANSOs using this practice	NAV CANADA		

In Spring of 2021, NAV CANADA ran a national Safety Culture Survey. In addition to the regular safety culture questions, an additional six questions were added specifically asking about the organizational culture at NAV CANADA. With the results of the safety culture survey, NAV CANADA created the Enhanced Culture Initiative (ECI) in June 2021.

The purpose of the ECI was to bring together representatives from all departments at NAV CANADA to discuss culture for its improvement and enhancement.

An ECI Extended Team was created in November 2021. Today it is an inter-departmental, all-level team of 50+ employees that meet monthly September-June.

To date, the members have supported important culture work, including: Culture Discovery, Employee Value Proposition (EVP), Recognition programs, Culture in a box, and defining our value-based Company behaviours.

The expectations of the members are:

- Championing culture within their regions and functional groups
- Participating in focus groups, brainstorming sessions, and providing recommendations to support the development and enhancement of processes, programs, and products for organizational culture
- Gathering and sharing culture insights to support culture monitoring and continuous improvement

It is a forum used for discussion to understand culture issues and approaches to address them is the Extended Culture Team. NAV CANADA has aligned its safety culture work with the organization culture efforts. As such, safety culture elements, say such as trust, worked through with the extended culture team that includes representatives from all areas of the company and all across the country.

NAV CANADA's organizational culture impacts the effectiveness of our decisions, the actions we take, and the results we get. Culture is a key enabler in ensuring that our people can work well everyday and for years to come. The leadership community at NAV CANADA is committed to building a NAV CANADA culture defined by a clear purpose aligned to shared values with assurance of common employee experiences and milestones. We know that our culture work will be an ongoing requirement. Culture is decided by what we do, what we say, and the choices we make. We inform and decide our culture.

We will continue to work through the ECI and its extended network to look to design and implement solutions that work for the different starting points that people will have across the company. By working together, we can all own our company culture through our everyday actions. NAV CANADA has started a journey to activate an aligned culture that supports the strategic direction for 2022-2026 and beyond.

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

For Good Practices, this document should be sent together with the SoE in SMS questionnaire, to:
soe_2023@eurocontrol.int

Submissions for consideration as Good Practices may also be sent at the same time. They may also be identified during the survey interview sessions with the survey team, following which a Good Practice submission document will be requested.