

| SMS Best Practice/Good Practice Submission | | | |
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| State whether this is a Best or Good Practice: | | Best Practice | |
| ANSP | NATS | Date of submission | 08/08/2024 |
| Contact Details | Email: christine.vincent2@nats.co.uk | | Tel: |
| SoE Study Area | 13.3 Safety Communication | | |
| BP/GP title | Annual Safety Report Published in the Public Domain | | |
| In use since | 2024 | | |
| ANSPs using this practice (for BP specifically) | Not known | | |
| Key Words | | | |

In 2024, for the first time, NATS published our [Annual Safety Report](#) into the public domain. The report's broad scope covers our operational safety performance, employee's perception of our safety culture as measured by our Safety Culture Survey, Health & Safety, Human Performance, employee wellbeing, and Peer Support. By publicly reporting on safety performance and activities taking place across our organisation, we hope to encourage other ANSPs and ATS organisations to do the same, thereby promoting transparency, accountability, and continuous improvement within the ATS industry. Were public safety reporting to be adopted by other ANSPs and ATS organisations, several key benefits could be realised, including:

- **Improving accountability and performance:** Acknowledging that safety performance data will be in the public domain where it can be scrutinised, ANSPs who publicly report safety data may be encouraged to maintain our commitment to continuous improvement and ensure that high safety standards continue to be met, beyond what is required by regulation.
- **Demonstrating a commitment to transparency and building trust within the industry:** When ANSPs publicly report on safety performance and practices, we demonstrate our dedication to transparency in our commitment to safety and our willingness to be held accountable. At NATS, we believe this has the potential to improve trust amongst internal and external stakeholders, including employees, customers, other ANSPs, and the public. By integrating this approach throughout the ATS industry, a culture of transparency can be encouraged. When safety data is openly shared, it facilitates honest and open dialogue about safety challenges and solutions within the industry. It is hoped that this might help organisations better learn from each other and collaborate on how to improve safety.
- **Contributing to a positive reputation for the ATS industry:** Adopting an approach of publicly sharing safety information and performance data could enhance the ATS industry's reputation by demonstrating a commitment to transparency and accountability, showcasing the ATS industry's dedication to safety, encouraging the sharing of best practices, and promoting a culture of honesty and integrity across the industry. This collective effort would illustrate our dedication to safety at an industry level, which we hope would positively influence overall perception of the ATS industry amongst the public.
- **Maintaining and further improving safety culture across the ATS industry:** Openly sharing safety information and data encourages honest communication about safety issues and solutions. This openness may help to break down silos within and between organisations, promoting a collaborative approach to safety, where best practices and lessons learned can be freely exchanged. Additionally, shared learning can be facilitated, whereby cross-industry sharing of safety reports could enable organisations to learn from each other's experiences, whether successes or failures. This can contribute to further improving safety culture not only within ANSPs, but across the ATS industry.
- **Improving industry approach to lesson learning:** Publicly available safety reports enable benchmarking, allowing ANSPs and other organisations within and beyond the ATS industry to adopt best practices and conduct comparative analyses of safety practices used across the industry. This collective transparency could facilitate collaboration and shared learning, accelerating the dissemination of innovative solutions and safety best practices.
- **Improving safety communication and sharing of safety knowledge:** Open, cross-industry sharing of safety data would have the potential to enable organisations within and beyond the ATS industry to be better able to learn from each other's experiences. This could result in the promotion of industry-wide dialogue around safety, facilitating rich, open, and honest safety conversations. Additionally, publicly available information can be drawn

on at industry conferences, workshops, and within collaborative projects to address common challenges and develop innovative solutions.

In conclusion, NATS' Annual Safety Report covers a broad range of safety-related topics, reflecting safety performance, as well as activities and practices that have been adopted across our organisation. We hope that as other ANSPs adopt an approach of publicly reporting on safety within their organisations, a culture of transparency and accountability may be fostered, and safety culture, lesson learning, and safety communication within the ATS industry may be enhanced.

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

For Best Practices, this document should be sent together with the SoE in SMS questionnaire, to: soe_2024@eurocontrol.int **by 30th June 2024 at the latest.**

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