

SMS Best Practice/Good Practice Submission			
State whether this is a Best or Good Practice:			
ANSP	DHMI	Date of submission	28.06.2024
SoE Study Area	SAFETY PROMOTION		
BP/GP title	INTERACTIVE SMS TRAININGS		
In use since	JULY 2023		
ANSPs using this practice (for BP specifically)			
Key Words	SMS TRAININGS FOR ATC STAFF AND UNIT SUPERVISORS OPEN COMMUNICATION		

In order to foster a positive safety culture where safety is a core value, the safety team encourages open communication about safety concerns and involves employees in safety decisions. Where cultivating a positive safety culture is fundamental, to create an environment in which employees feel empowered to report safety concerns; regular safety workshops, seminars, and awareness meetings reinforce the importance of safety and encourage open communication.

To set the tone for the entire organization, engaging all ATC employees in the safety management process and encouraging participation in safety committees and soliciting feedback to improve safety practices is crucial at all levels.

Continuous training is vital for maintaining high safety standards. The Safety Management System Directorate ensures that all employees receive comprehensive safety training tailored to their specific roles. In that respect, training programmes are regularly updated to address new risks and reinforce existing safety protocols. This includes initial training for new staff and recurrent training for existing staff.

The Directorate establishes safety committees and encourages participation in safety initiatives. Soliciting feedback from employees can provide valuable insights and help identify potential safety issues that may otherwise go unnoticed.

Encouraging open communication about safety is essential. Regular safety meetings and briefings can facilitate open dialogue and ensure that safety information is effectively disseminated throughout the organization. This behavior sets the tone for the entire organization, influencing attitudes and actions at all levels.

A robust safety culture is the cornerstone of any effective Safety Management System, particularly within an Air Navigation Service Provider. It ensures that safety is ingrained in every aspect of operations, from daily tasks to long-term strategic planning.

The following best practice was designed and is ongoing upon the necessity to foster and maintain a strong safety culture within the ANSP in 2023-2024 through continuous training sessions by DHMI Air Navigation Safety Management System Directorate including all safety representatives, deputy representatives and unit supervisors who then ensure that all personnel are trained in core competencies relevant to their roles, including communication, teamwork, and problem-solving skills.

This implementation is believed to involve employees in safety initiatives and decision-making processes to build ownership and commitment to safety practices in a comprehensive way. The training which is provided by means of organizational virtual platform has been easily accessible, and cost-effective.

To emphasize that active employee involvement is crucial for a thriving safety culture, the Directorate aims to involve employees in safety decision-making processes through safety committees, working groups, training and feedback mechanisms. Employees at all levels should be encouraged to contribute ideas and solutions for improving safety. Recognizing and rewarding proactive safety behaviors can further motivate staff to engage actively in the safety culture.

Continuous safety education reinforces the importance of safety and keeps it at the forefront of employees' minds. DHMI Air Navigation Safety Management System Directorate provides regular, comprehensive training programs that cover both basic safety principles and role-specific safety procedures. Interactive training methods differentiate between acceptable and unacceptable behavior, emphasizing that mistakes can be opportunities for learning.

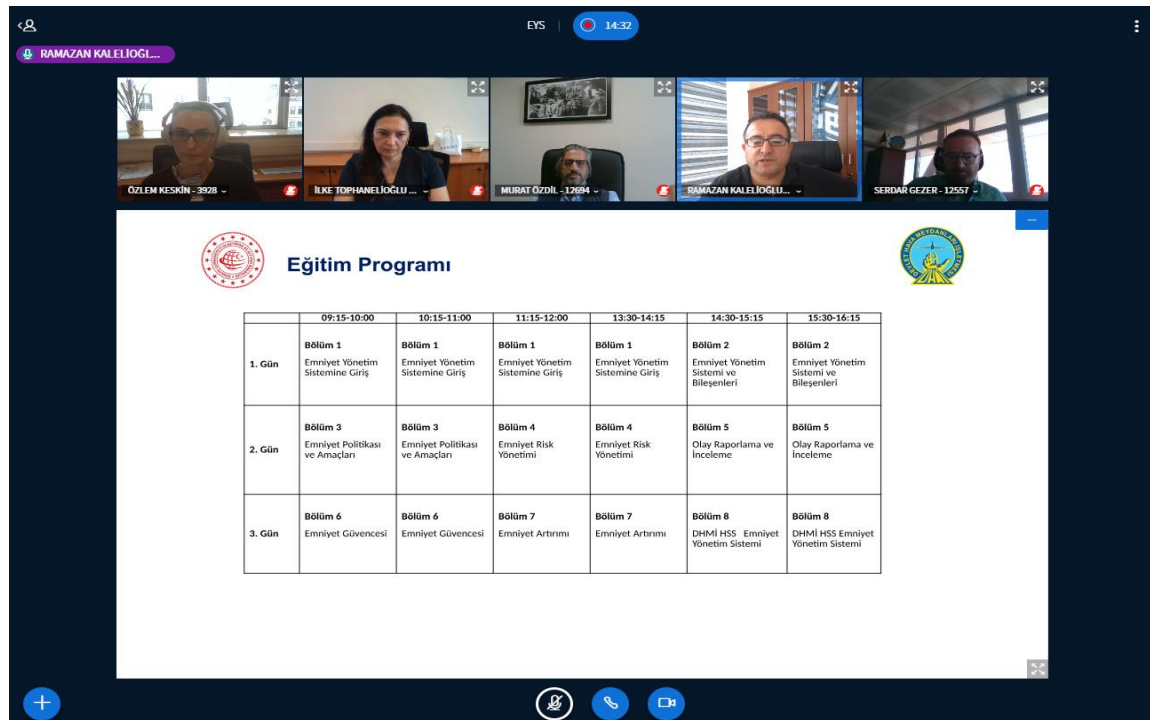
This approach encourages transparency and continuous improvement by focusing on systemic issues rather than individual blame. Acknowledging and rewarding positive safety behaviors and

achievements can strengthen the safety culture. The Directorate implements a recognition program that highlights individuals and teams who contribute significantly to safety through continuous training programmes where interactive sharing and acquisition are expected as a learning outcome. Safety successes foster a positive environment and reinforce the value placed on safety.

As safety culture is not static, it requires ongoing efforts to improve. The Directorate regularly assesses the safety culture through training, surveys, audits, and feedback sessions. Analyzing the data can identify strengths and areas for improvement. Continuous improvement initiatives should be implemented based on these insights, ensuring that the safety culture evolves to meet new challenges and opportunities.

Transparency in safety-related decisions and actions builds trust and credibility. The Directorate maintains clear and open communication about safety policy, procedures, and outcomes of incident investigations through these training sessions. Equally important is holding individuals accountable for their actions fairly and consistently. Clear guidelines on what constitutes acceptable behavior and the consequences of violations help maintain a balance between learning from mistakes and ensuring accountability.

By embedding this best practice into the fabric of the organization, the Directorate strives to ensure that safety remains a core value, ultimately leading to safer and more efficient air traffic operations.



Eğitim Programı

	09:15-10:00	10:15-11:00	11:15-12:00	13:30-14:15	14:30-15:15	15:30-16:15
1. Gün	Bölüm 1 Emniyet Yönetim Sisteminin Giriş	Bölüm 1 Emniyet Yönetim Sisteminin Giriş	Bölüm 1 Emniyet Yönetim Sisteminin Giriş	Bölüm 1 Emniyet Yönetim Sisteminin Giriş	Bölüm 2 Emniyet Yönetim Sistemi ve Bileşenleri	Bölüm 2 Emniyet Yönetim Sistemi ve Bileşenleri
2. Gün	Bölüm 3 Emniyet Politikası ve Amaçları	Bölüm 3 Emniyet Politikası ve Amaçları	Bölüm 4 Emniyet Risk Yönetimi	Bölüm 4 Emniyet Risk Yönetimi	Bölüm 5 Olay Raporlama ve İnceleme	Bölüm 5 Olay Raporlama ve İnceleme
3. Gün	Bölüm 6 Emniyet Güvencesi	Bölüm 6 Emniyet Güvencesi	Bölüm 7 Emniyet Artırımı	Bölüm 7 Emniyet Artırımı	Bölüm 8 DHMI HSS Emniyet Yönetim Sistemi	Bölüm 8 DHMI HSS Emniyet Yönetim Sistemi

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.

