

ENAIRE's Incidents contributors assessment procedure

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ENAIRE 

enaire.es



Just Culture in practice

ENAIRE 's incident contributors assessment procedure



Just Culture Awareness Workshop

24th May 2017



ENAIRE's Just Culture related procedures



Just Culture

ENAIRE's Just Culture related procedures



Just Culture Policy

Communication of safety information general procedure

Notification & Investigation of safety incidents process



Incidents contributor assessment procedure

Critical Incident Stress Management (CISM)

Human Factors related procedures (work in progress)

ENAIRE's Incidents contributor assessment



When?

To whom?

How?

Who?

What?

Incidents contributor
assessment
procedure

ENAIRE's Incidents contributor assessment



When?

The procedure applies after the occurrence of a safety incident with:

- Preliminary ground severity A / B; and
- Direct or indirect ATM contribution

Or

- Preliminary ground severity C that, during the investigation, change to ground severity A / B ; and
- Direct or indirect ATM contribution

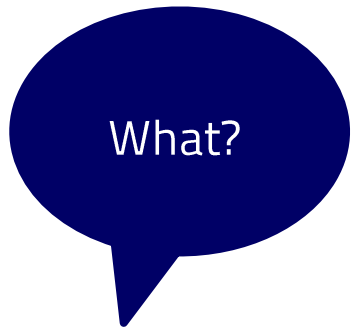
Or

- When deemed necessary



**Severities according RAT Methodology*

ENAIRE's Incidents contributor assessment



1

Provisional Inability (according to Commission Regulation (EU) 2015/340)



< 6 days from the safety incident

2

Interview with ACTOs involved



< 20 days from the safety incident

Reincorporation

3

Operational actions assessment



< 10 days from interview

4

Recommendations & Follow up



< 10 days from interview



< 90 days from the safety incident

ENAIRE's Incidents contributor assessment



To whom?

1

Provisional Inability (according to Commission Regulation (EU) 2015/340)

Automatically for ATCO's that may have contributed (ATM contribution) in a safety incident with:

- Preliminary ground severity A

Or

- Preliminary ground severity B, with a previous contribution in a safety incident with ground severity B (or higher) within a period of one month



At least, until the interview and operational assessment is carried out



Reincorporation may require reinforcement measures competence assessment or a Safety Report if there is no ATM contribution derived from competence or behavioural ACTO deficiencies

ENAIRE's Incidents contributor assessment



2

Interview with ACTOs involved

Report of no interview required

Meeting allocated by HR

INTERVIEWED

ATCOs involved, at least Executive and Planner

INTERVIEWERS

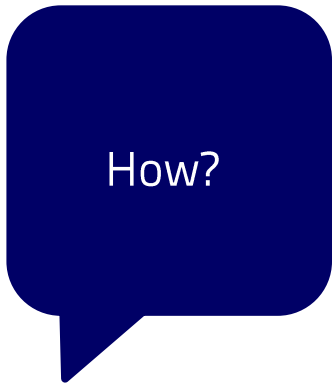
Head of Regional Safety Department & Safety Division

**UNION
REPRESENTATIVE**

Union representative is allowed, under interviewed request



ENAIRE's Incidents contributor assessment



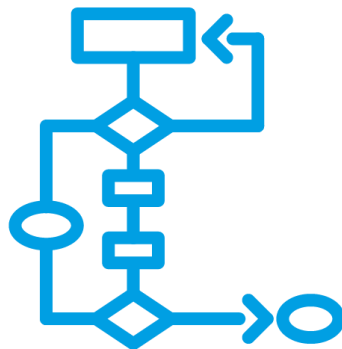
3

Operational actions assessment

Head of Regional Safety Department & Safety Division



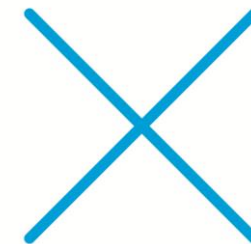
Behaviour to be assessed



Decision tree



Honest mistake

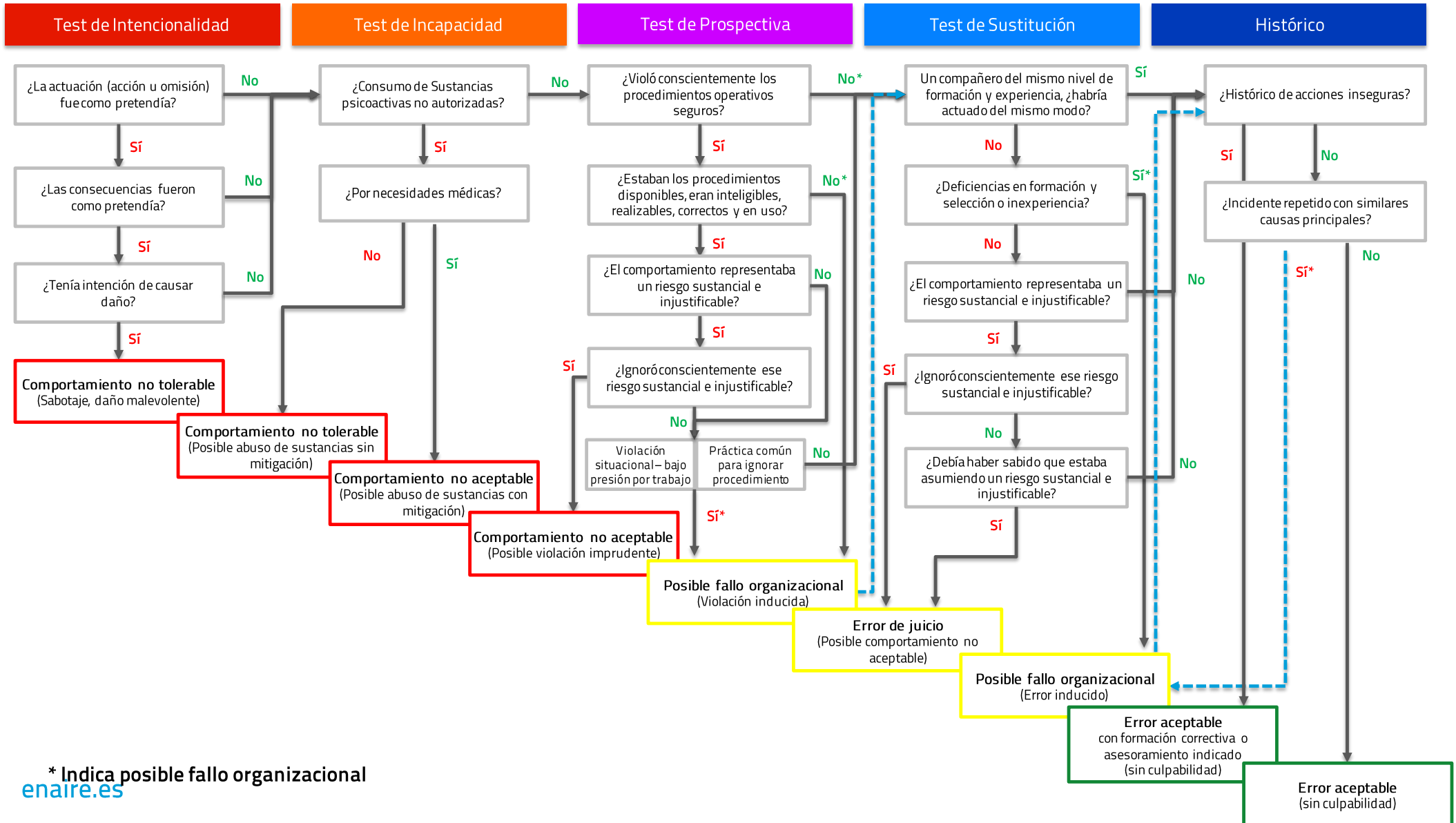


Possible behaviour that is not tolerable or not acceptable



Systemic issues

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* Indica posible fallo organizacional
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Based on Just Culture bibliographic references (James T. Reason)



Guide to assess objectively and with a known common criterion



Always run all tests; it doesn't change the result but weights and refines



The behaviour needs to be assessed, irrespective of systemic issues identified

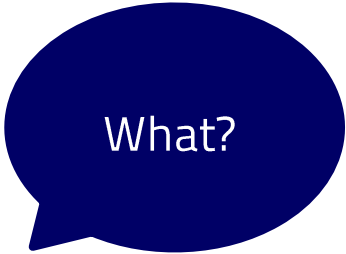


Systemic approach, not intended to determine blame neither to transfer individual responsibility to senior management



Preventive approach. Possible behaviour that is not tolerable or not acceptable requires further analysis (technical + judiciary)

ENAIRE's Incidents contributor assessment



Recommendations & Follow up

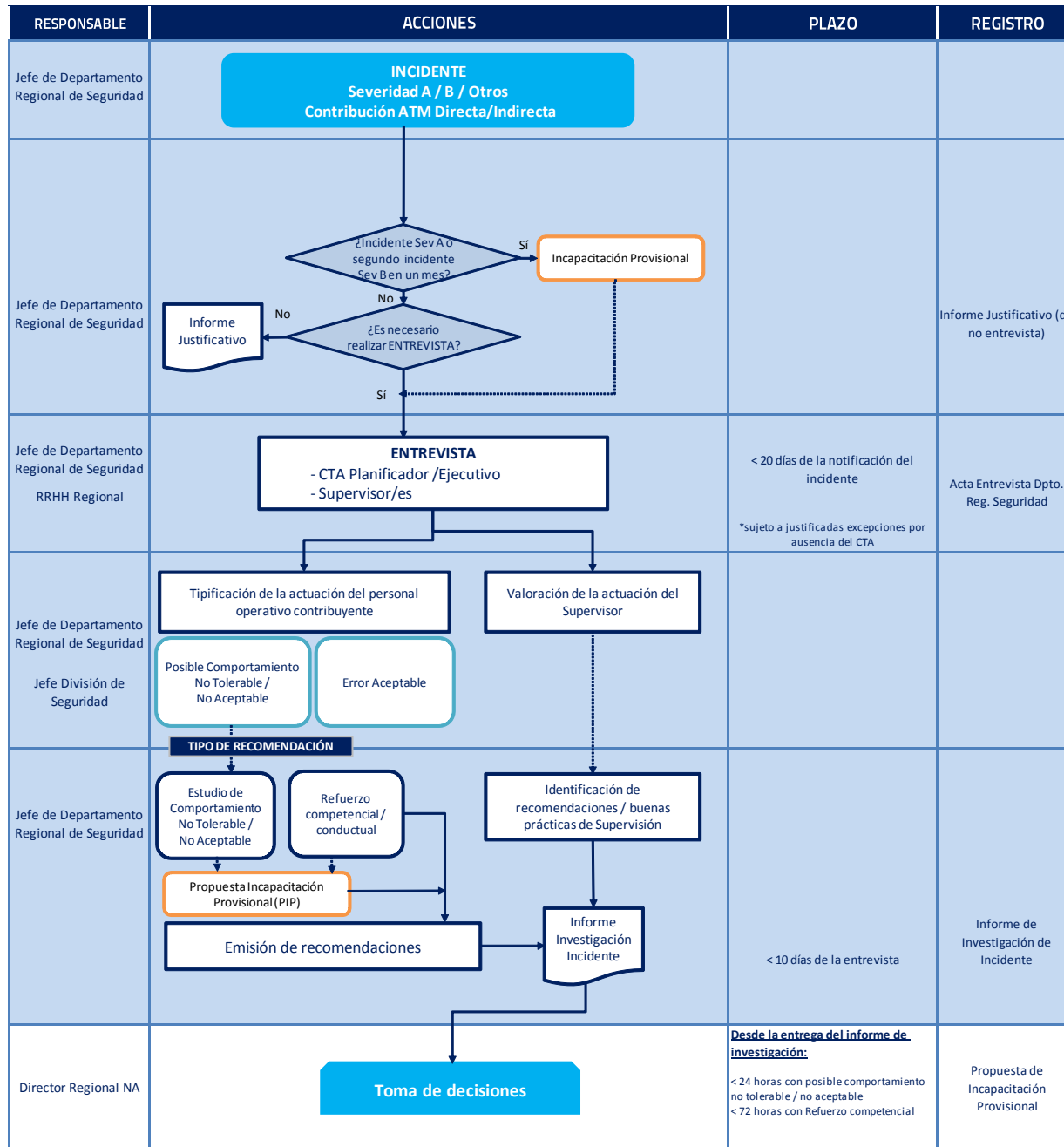
Head of Regional Safety Department → Regional Director

Competence or
behavioural
reinforcement

Study of possible
behaviour that is not
tolerable or not
acceptable

Provisional Inability

ENAIRE's Incidents contributor assessment



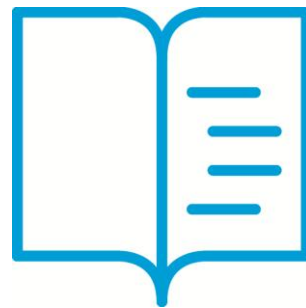
ENAIRE's Incidents contributor assessment



The formalization of the procedure constitutes a guarantee both for workers and managers, basing the decision making in objective and non-discriminatory and known criteria



Only applies after a Safety Incident with ATM contribution



Assessment objective and with a known a common criterion



Non individual decision

ENAIRe Safety Strategies. Safety Plan 2017-2020



Just Culture video

Just Culture Days at Units



Just Culture

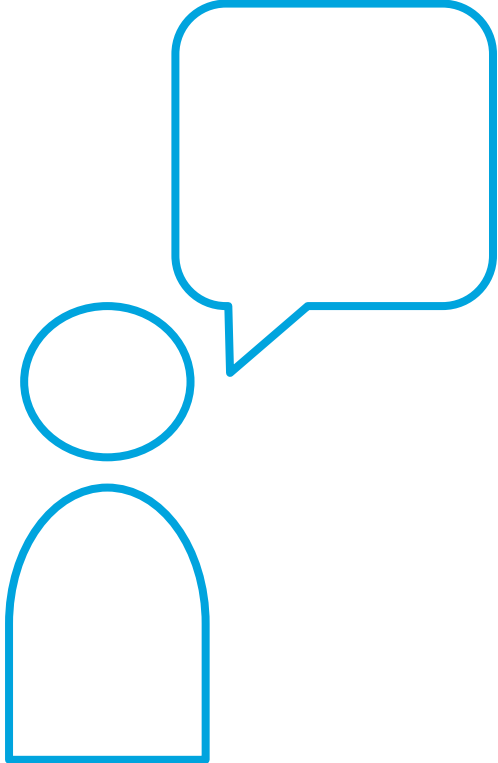
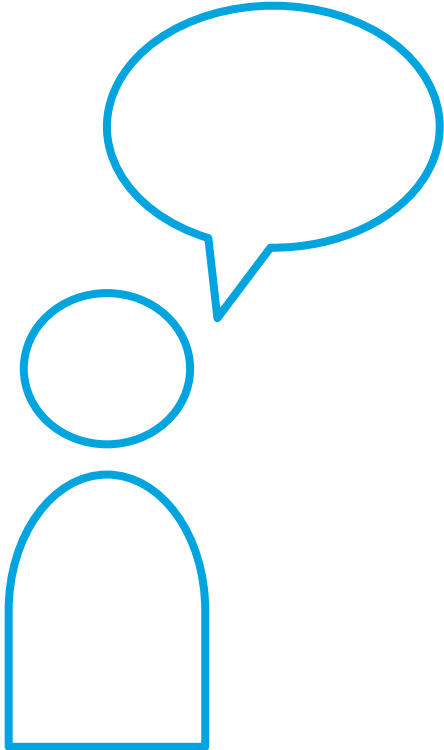
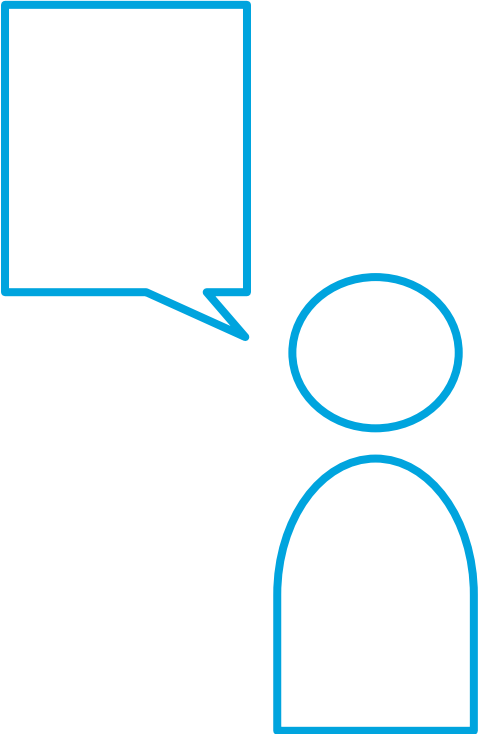
Campaign

In collaboration with Unions
and Professionals Associations

ENAIRe's Just Culture Guide



Questions & Answers



Thank you for your attention

