



Safety Culture, the “Just Culture”

Transportation Safety Board,
Safety Summit
21 April, 2016



What is Just Culture?



- An approach to removing **barriers** to self-reporting occurrences or fully reporting the circumstances of the occurrence
- Ultimate goal is reduction in safety risks

The fundamentals

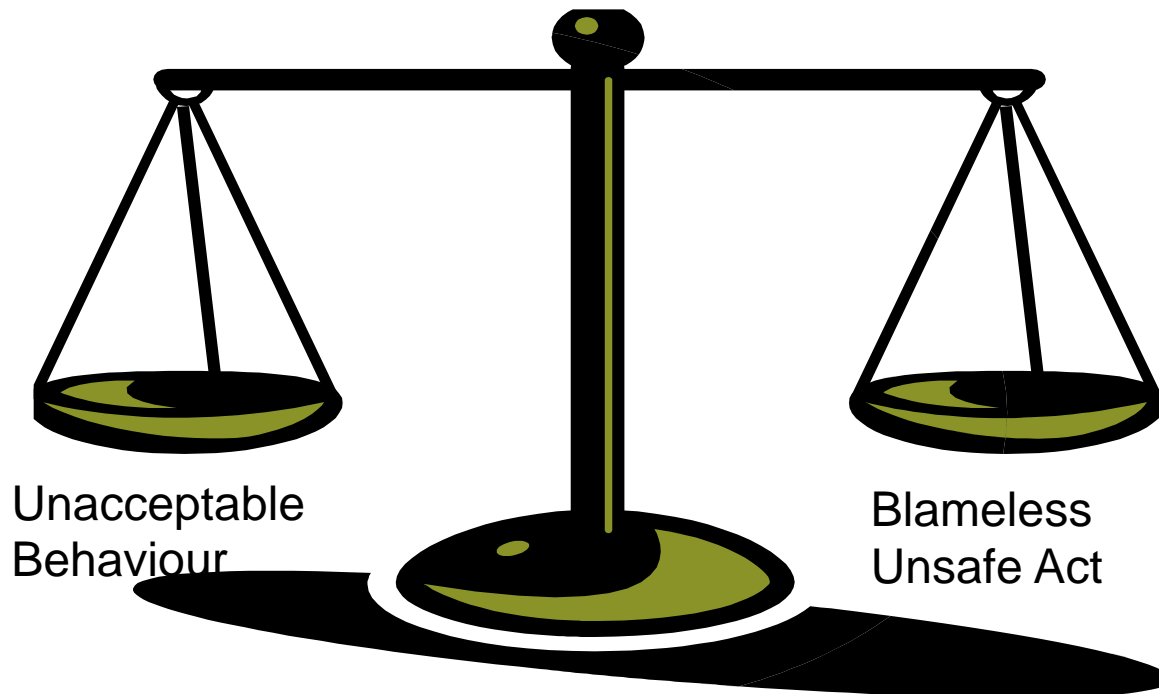


- Top Leaders **are** the believers
- Nobody wakes up in the morning to look stupid
- You won't succeed by imposing

The “Ha-Ha” moments story



- Managers felt they were losing their “authority” to properly manage
- The Unions were demanding total “immunity”
- The employees felt they were always “targeted”



The “scary” part



- Sudden significant increase in events
- Outside perception in a sensitive Safety environment
- Inside perception of Executives and Board members
- We just didn't know the scope of the problem....

The Opportunity



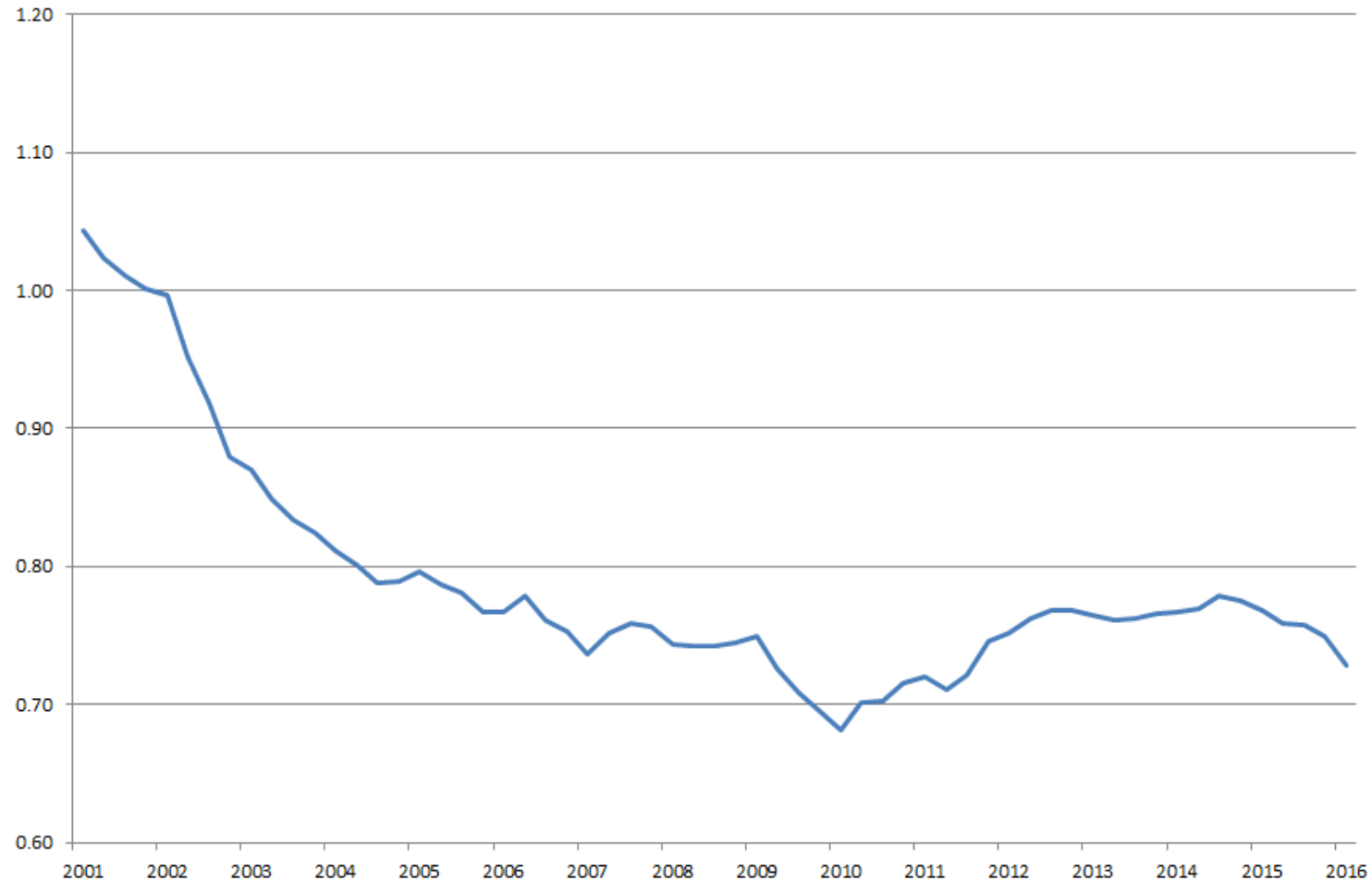
- Mobilization of the Organization
- Building the corrective action plan
- The buy in by operational employees and Unions leaders
- Working on the precursors instead of the potential more severe events

The results.....

The results.....



**Rate of IFR-IFR Losses of Separation per 100,000 Movements
5-Year Moving Average**



Prepared by: Office of Safety and Quality

Last Updated: 16 February 2016



SERVING A WORLD IN MOTION

THANK YOU

