



WORKING PAPER

ASSEMBLY — 40TH SESSION

TECHNICAL COMMISSION

Agenda Item 30: Other issues to be considered by the Technical Commission

**DEPLOYMENT OF STANDARDIZED SAFETY CULTURE SURVEYS
AT THE GLOBAL LEVEL**

(Presented by Qatar)

EXECUTIVE SUMMARY

Annex 19 — *Safety Management*, requires that both States and service providers promote a positive safety culture with the aim of fostering effective safety management implementation through the State safety programme (SSP) and safety management system (SMS). There is a link between the maturity of safety culture and the level of implementation of safety management.

Operators, other service providers and also some States have conducted safety culture surveys to achieve ever greater levels of safety in civil aviation.

For that purpose, establishing a common safety culture survey to measure, in a standardized way, the safety culture at the State level, would provide a common platform for the evaluation of such safety culture. The survey should be designed at the level of ICAO, establishing the methodology to use, the target audience, and the time frame and promotion.

The SSP Implementation Assessment (SSIP) and a safety culture survey would provide better feedback on the evolution of safety maturity at State, regional and global levels.

Action: The Assembly is invited to:

- a) ensure the development of a safety culture survey document including the complete set of information needed for its deployment;
- b) invite regional aviation safety groups (RASGs) to conduct that survey as well as to include the analysis result in the RASG annual report; and
- c) present the outcomes of that analysis at global level to identify the areas requiring more attention and to define the appropriate support.

<i>Strategic Objectives:</i>	This working paper relates to Strategic Objective: Safety.
<i>Financial implications:</i>	The activities referred to in this paper will be undertaken subject to the resources available in the 2020-2022 Regular Programme Budget and/or from extra budgetary contributions.
<i>References:</i>	Annex 19 — <i>Safety Management</i> Doc 9859, <i>Safety Management Manual</i>

1. INTRODUCTION

1.1 ICAO requires the establishment of SSPs and the implementation of SMS in the aviation sector to achieve ever greater levels of safety in civil aviation. For that purpose, ICAO has established Annex 19 Standards, recommendations, associated procedures, guidance material, and best safety practices.

1.2 Annex 19 requires that both States and service providers promote a positive safety culture with the aim of fostering effective safety management implementation through the SSP and SMS. Safety management and safety culture are interdependent. An SMS embodies the competence to achieve safety, whereas safety culture represents the commitment to achieving safety. There is a considerable body of evidence showing a link between a level of implementation of safety management and a mature safety culture.

2. DISCUSSION

2.1 Annex 19 contains provisions calling upon States and aviation industries for the promotion of a positive safety culture, which are as follows:

- a) “3.2.3.3 Recommendation.— States should establish a safety policy and safety objectives that reflect their commitment regarding safety and facilitate the promotion of a positive safety culture in the aviation community”;
- b) APPENDIX “2. 1.1.1 “the service provider shall define its safety policy in accordance with international and national requirements. The safety policy shall: a) reflect organizational commitment regarding safety, including the promotion of a positive safety culture”;

2.2 In addition, the following can be found in the *Safety Management Manual* (Doc 9859):

- a) 3.3.3.1 “Safety culture is subject to many influences and organizations may choose to assess their safety culture to...”
- b) 3.3.3.2 “There are a number of tools which are used to assess safety culture maturity, usually in combination: a) questionnaires”, etc.

2.3 Adage: “You cannot manage what you cannot measure”.

2.4 To be able to promote a positive safety culture, service providers have established and conducted different types of safety culture surveys to measure their level of safety culture maturity to then allow its increase. Accordingly, they have implemented appropriate measures and relevant actions that allow them to reach better safety maturity.

2.5 In addition, some States have conducted national safety culture surveys. For that purpose, data was collected and analysed which fostered the identification of areas of strength and areas requiring further development, thus assisting in identifying a pathway of continuous improvement for all stakeholders, be they organisations, individuals or regulators.

2.6 The utilisation of these surveys has demonstrated effective achievement of promotion of positive safety cultures; however, this remains confined to unique organizations, or to specific States. The success of these projects would in no way ensure a global improvement in safety maturity with a balanced approach.

2.7 Taking appropriate actions at the regional and global level would not only speed up the weighted upgrade of the implementation of safety management, but would also foster the awareness of the aeronautical community of the importance of promoting a safety culture.

2.8 For that purpose, the State of Qatar suggests establishing a common safety culture survey to measure, in a standardized and uniform way, the national safety culture level of Member States. The survey could thus be established at the level of ICAO considering the methodology to use, its design, the targeted population, and the time frame and promotion. The implementation of that survey might be managed at the regional level, reinforcing RASGs with the opportunity to map the regional safety culture level, and to establish appropriate action plans to promote safety maturity among its member States.

2.9 In addition, ICAO is deploying the State Safety Programme Implementation Assessment (SSIP) programme, which is established to evaluate the effective application of Annex 19 Standards, guidance material (Doc 9859, 4th edition), and best safety practices. The expected result of both the SSIP and a safety culture survey would provide better feedback on the evolution of the safety maturity at the regional and global level. It would also allow for the identification of the areas needing more appropriate support and actions involving the risk-based oversight approach.

3. CONCLUSION

3.1 The introduction of a safety culture survey at global, regional and state level would certainly accelerate the improvement of safety maturity which would foster the achievement of the GASP vision, mission and goals.

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