ICAO

Safety culture and safety information protection

Objectives

- Understand safety culture from the ICAO perspective

- Overview on the interaction between different Safety Information Protection (SIP) frameworks

What does safety culture mean to you?

What is safety culture?

- A safety culture is the natural consequence of having humans in the aviation system.

- It is an expression of how safety is perceived, valued and prioritized by management and employees in an organization.

- Organizations will have a number of different "safety cultures" that reflect group-level attitudes and behaviors (sub-cultures).

- When the organization has a positive safety culture, and this is visibly supported by upper- and middle-management, front-line personnel tend to feel a sense of shared responsibilities towards achieving the organization's safety objectives.
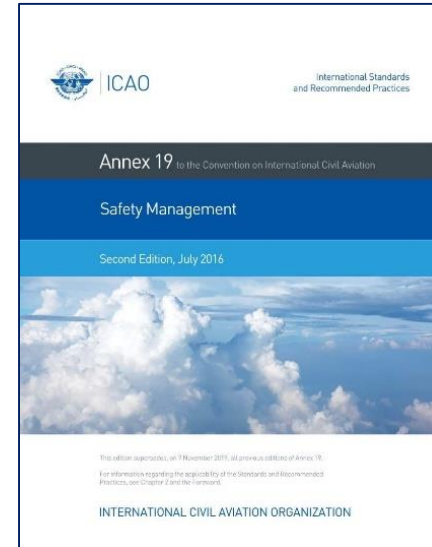
Safety culture has been described as "how people behave in relation to safety and risk when no one is watching".

Doc 9859, SMM 4th edition

Safety Culture in ICAO SM provisions

- **Annex 19** requires both States and service providers promote a positive safety culture through their SSP and SMS.

- **Annex 19, Appendix 3** provides SARPs to ensure that safety data and safety information are used for maintaining or improving safety.

- SSPs and SMSs are sustained by safety data and safety information that is necessary to address existing and potential safety deficiencies and hazards.

ICAO — International Standards and Recommended Practices

Annex 19 to the Convention on International Civil Aviation

Safety Management

Second Edition, July 2016

This edition supersedes, on 7 November 2019, all previous editions of Annex 19. For information regarding the applicability of the Standards and Recommended Practices, see Chapter 2 and the Foreword.

INTERNATIONAL CIVIL AVIATION ORGANIZATION

Developing a positive safety culture

- The Safety Management Manual (Doc 9859) provides guidance on the development of a positive safety culture.

- An example of an safety culture model includes key attributes, such as;
  - TRUST
  - ADAPTABILITY
  - BEHAVIOUR WITH RESPECT TO SAFETY
  - INFORAMTION
  - COMMITMENT
  - AWARENESS

- It is important to tailor these to best meet the needs of your organization.

Annex 19, Safety Information Protection Principles

- ICAO does not use the term "Just culture", intentionally.

- ICAO provides States with the principles on how to protect safety information rather than creating definitions and terms recognizing each State legal system is unique.

- The principles for the protection of safety information are provided in Appendix 3, Annex 19 which provides flexibility on how States implement these principles.

Implementation of Safety Information Protection Principles

- SARPs related to SIP are different from other SAPRs since their implementation depends on other legal instruments that are not directly related to aviation (e.g. right-to-know laws, privacy laws).

- When implementing SIP, it is important to assess the legal system.

- For example, in States that have right-to-know laws the framework of a State without such laws may not work.

Different Safety Information Protection frameworks

Annex 13	Annex 19	Annex 6
Accident & incident investigation records	Safety data, safety information and related sources	Flight recorder recordings
Accident and incident investigation	Safety management	Routine operations
Balancing test	Principles of exception	Safety related purposes or criminal proceedings

Role of individuals

- From a safety management perspective, national culture influences the organizational culture and plays a large part in determining the nature and scope of regulatory enforcement policies, including the relationship between regulatory authority personnel and industry personnel, and the extent to which safety information is protected.

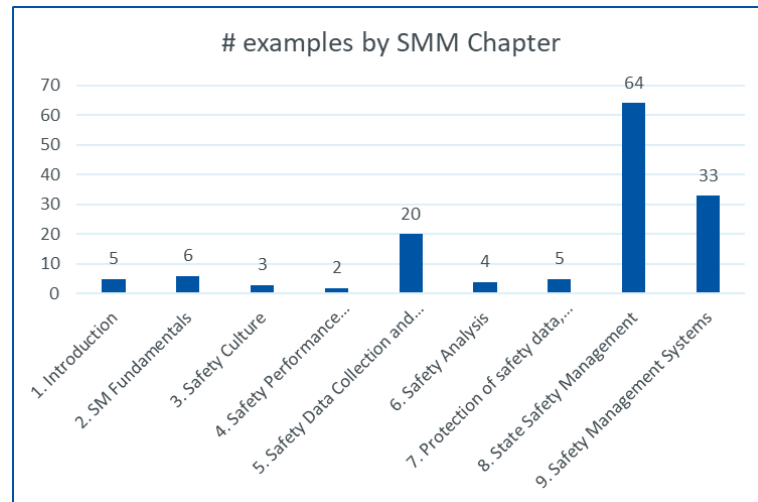- These in turn, impact on peoples' willingness to report safety issues.

SMI website

- The Safety Management Implementation website is a free resource for the aviation community which contains practical examples and tools to support the effective implementation of SSP/SMS www.icao.int/smi

- Areas where further examples could be collected include;
  - safety culture models implemented by a wider variety of different States and service providers
  - safety information protection frameworks
  - Tools to supports the assessment of safety culture maturity

- Please submit examples via safetymanagement@icao.int

examples by SMM Chapter

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Takeaways

- Safety promotion activities to promote a positive safety culture should be carried out throughout the life cycle of the SSP or SMS, not just at the beginning.

- Annex 19, Appendix 3 provides flexibility on how States implement safety information protection principles, recognizing the term and definition "Just Culture" may **not equally apply** to all States.

- The aviation community will continue to benefit from the collection of practical examples and tools related to a positive safety culture however this is not possible without your support.