



Agenda Item 5: Other business

**PROPOSAL FOR THE DEVELOPMENT OF A FAIR CULTURE
FRAMEWORK IN A TRUSTED ENVIRONMENT**

(Presented by Uruguay)

SUMMARY	
This working paper aims to present a proposal for the development of a Fair Culture Framework in a trusted environment where information flows voluntarily, to maintain and manage the system in a safe way.	
REFERENCES:	
- Annex 19 - <i>Collection of safety data - Notification systems</i> - www.eurocontrol.int/safety - Conference IFATCA 2014	
ICAO Strategic Objectives:	A - Safety

1. Background

1.1 CARSAMMA presents a trends summary of Large Height Deviation (LHD) events when aircrafts are in descent, climbing, call at a point other than the coordinated or when the ATS does not match the level, position or time of transfer and the ATS does not perceive the error.

1.2 According to Annex 19 - *Collection of safety data - Notification systems*, each State will establish a mandatory incident reporting system to facilitate the collection of information on actual or potential safety deficiencies. Also, each State will establish a voluntary incident reporting system to facilitate the collection of data on actual or potential safety deficiencies that may not be captured by the mandatory incident reporting system.

2. Analysis

2.1 We have been able to verify that the trends of LHD events are repeated in the same FIRs, whether due to coordination failures, coordination at a different point, changes, or a route deviation without notification, or lack of reports from other FIRs.

2.2 It is well known that to maintain and manage the system in a safe way, the organizations must be aware of what is happening, and that knowledge can come from the frontline professionals safety reports, who should feel comfortable reporting the events.

3. **Fair Culture**

3.1 According to European Union Regulation No. 376/2014: "*Fair culture: it is one in which operators and other frontline staff are not punished for their actions, omissions or decisions when they are commensurate with their experience and training, but in which serious negligence, intentional infractions or destructive acts are not tolerated.*"

3.2 Safety systems depend on the continuous exchange of information that must flow voluntarily, in an environment of trust, without fear of reprisals, where people are motivated, while also recognizing the acceptable behaviors from the unacceptable.

3.3 If people who operate the system fear to be punished for doing their job and making some errors, we will not be able to identify safety problems until it is too late and the safety level of the whole system will be at risk.

3.4 The concept of Just Culture can also be applied by allowing management to address employee actions and honest mistakes in a balanced way that takes into account those factors that affect human decision making; some correct and some not.

3.5 No one who is part of the working group can ignore the boundaries between punishable conduct and those that are understood as unsafe organizational acts.

4. **Suggested actions:**

4.1 The Meeting is invited to:

- a) to recommend the establishment of a Working Group to develop a Fair Culture framework, by defining acceptable behaviors and attitudes in the framework, grouping the behavior of individuals to analyze the circumstances that led to errors;
- b) to recommend that the Regional Offices organize workshops to disseminate the framework of the Just Culture.