

# **Just Culture** - A Key Element to Enhance Safety

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# JUST CULTURE

Focus of Just Culture:

# SAFETY

(not prosecution/punishment)

Problem:

„acceptable“

versus

„unacceptable“

# SAFETY

## Traditional “SAFETY” (SAFETY I):

measured indirectly, *not by what happens when it is present*, or as a quality itself, but by *what happens when it is absent or missing*

**SAFETY I = avoiding that something goes wrong**

Growing concern that **traditional view on safety** and current safety management practices **are no longer adequate** for an **increasingly complex and non-linear work environment**

→ **UAS make the system even more complex and non-linear!!**

# SAFETY I & SAFETY II

Perhaps a better “goal”:

*“outcome of whatever is being done will be as expected”*

**Absence (minimization) of risk?**

**Absence (minimization) of „unwanted outcomes“?**

**Abundance of „wanted outcomes“?**

# SAFETY I & SAFETY II

## Alternate (new) view on safety (SAFETY II):

“ability to succeed under varying conditions, so that the number of intended and acceptable outcomes is as high as possible”

=> Safety is *measured directly*, by what happens when it is present, *as a quality itself*

**SAFETY II = ensure that everything goes right**

**Safety I & II not exclusive, but complement each other!**

# NON-PUNITIVE REPORTING

## Reporting is key element!

Safety I → reporting of “bad things”

Safety II → reporting of “good things”



# REPORTING

- **Various “platforms” for reporting are in place**
  - **US – Air Safety Reporting System (ASRS)**
  - **Europe - European Co-ordination Centre for Accident and Incident Reporting Systems (ECCAIRS)**
  - **National Reporting Systems**
  - **Company Reporting Systems**

**However, reporting culture leaves  
a lot to be desired!**

**WHY?**

# REPORTING

## Reasons for lack of reporting:

- Fear of consequences
- Shame/embarrassment
- Lack of clear guidelines and standards
- Administrative hurdles
  - Circuitous reporting platforms
  - Cumbersome forms
  - Time-consuming
- Safety II new area
  - Operators/Administrators not aware
  - System not set up to report “good things”



# REPORTING & JUST CULTURE

## Trust central element of reporting system

**Trust that focus is on improving safety and information is not used**

- To punish
- To disadvantage person reporting and/or their organizations
  - “bad things” → prosecute/tarnish reputation
  - “good things” → steal trade secrets

→ **JUST CULTURE**

# UAV DACH REPORTING PLATFORM

- **UAV DACH Working Group to provide a reporting platform, similar to those used by airline industry**
- **VC (Flight Safety) with 120 experts in 18 working groups more than happy to provide expertise**
- **Support by German Ministry of Transportation**