

Ramp Review

Just Culture



Key points for discussion with managers and operatives

Just Culture is a concept that grew out of the very real need to ensure that **safety issues are reported.**

It's human nature that we avoid owning up or speaking up when something is not quite right or when we witness an incident, or cause an incident to occur. A mechanism was therefore introduced which ensures:

“A culture in which front-line operators and others are not punished for actions, omissions or decisions taken by them which are commensurate with their experience and training, but where gross negligence, wilful violations and destructive acts are not tolerated.”



As part of its introduction of **Regulation (EU) No 691/2010**, EASA formerly enacted **Just Culture** with the goal of protecting the availability of safety information for the prevention of accidents, and it has continued to feature in European regulations since.

Notably it is part of **Regulation (EU) No 376/2014**, which further develops standards for collecting, storing, protecting and disseminating safety information.

The idea has since moved beyond the realms of European regulation and into the international arena with ICAO quoting the concept in a number of resolutions related to sharing and protecting information.

But what does it mean for Airside Operatives?



The requirement to report mistakes and incidents is central to the safety of everybody in the airside environment – from ground handlers to pilots and cabin crew, through to passengers.

But **Just Culture** should not only be about owning up to errors, it should also create an environment where operatives and management alike can voice concerns and expect that those concerns will be treated with respect.

We all rely on the **honesty and integrity** of every individual involved in the operation – whether they are management, air traffic controllers, ramp operatives or air crew. By sharing experiences and reporting incidents, appropriate steps can be taken in the short term to ensure everybody's safety; and in the long term, relevant data can be analysed, and improvements can be put in place to minimise future risk.

Just Culture therefore ensures that operatives have a voice without the fear of recrimination. The freedom to speak up is a critical part of any airport's safety management system. Airside operatives should therefore report issues that they feel may affect the safety of the operation, aircraft, or their colleagues.

The airside community is a network of professionals working in a high intensity, dynamic environment. When experience is shared around the network, great changes and improvements can be made for the good of everybody.

Talking Points

What does this mean for your team?

What is your process for reporting issues?

Do your team members feel able to raise concerns or admit when mistakes happen?

Are there any examples of **Just Culture** benefiting your operation?

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