

# **Creating a Safety Culture in Aviation Organisations ASC Forum 2020 Melbourne**



# Where does Safety Culture start ?

**With YOU!**

**Our company has a  
fully implemented  
Safety Management  
System!**

# The typical Scenario in Organisations:

I'm a Pilot / Flight Instructor / Supervisor /....  
but I'm also the

**Safety Manager!**

## My duties:

- Flying
- Training
- Check-In & Passenger Control
- Staff Guidance
- and **Safety Management**

# I'm also responsible to create a Safety Culture?



# Safety Culture –definitions

“Safety Culture is the set of enduring values and attitudes regarding safety, **shared** by **every member** of **every level** of an organization”[1]

Uttal (1983) defines organisational culture as "the shared values (*what is important*) and beliefs (*how things work*) that interact with an organisation's structures and control systems to produce behavioral norms (*the way we do things around here*)." [2]

[1] ECAST Safety Culture Framework

[2] Uttal, *The corporate culture vultures* Fortune, 17 Oct 1983

# Key Ingredients

- Commitment
- Communication
- Behaviour
- Justness
- Adaptability
- Attitude
- Awareness



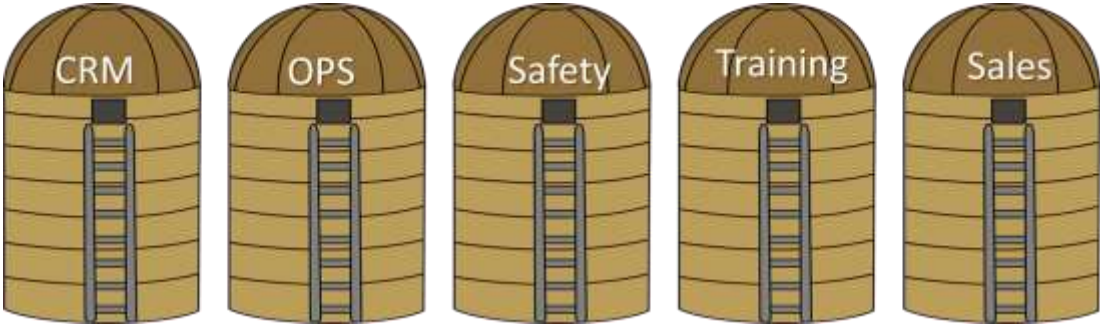


## **Silo Mentality – the opposite of Safety Culture**

“It occurs when departments or management groups do not share information, goals, tools, priorities and processes with other departments.

The **silo** mentality is believed to impact operations, reduce employee morale and may contribute to the overall failure of a **company** or its products and culture”

# Organisational Silos versus Communication



# An SMS that fits your company

What do you want to achieve?

- ✓ I want to be compliant
- ✓ I want to do it safely
- ✓ I'm providing a quality service
- ✓ I have to consider the costs

How do I achieve this?

- ✓ Plan - What ifs
  - ✓ Who do I need to communicate with?
- ✓ Do - Keep it simple
- ✓ Check - What do I need to change?
- ✓ Act - Let's make it better

# What needs to change?

Simplify SMS

Sell the WHY

Involve everyone

Start at the top – make it the top Agenda point at every meeting

Get out of your office and engage 😊

# Tools

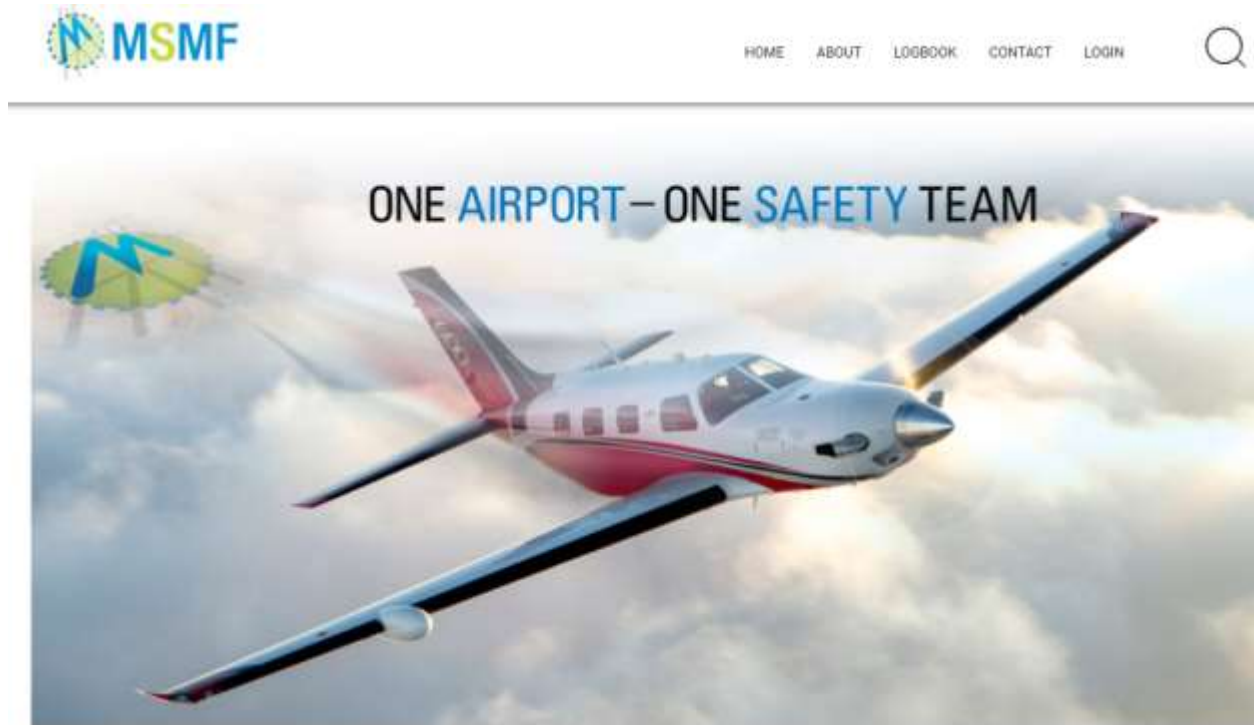
- Safety Survey**
- Reports for Everything**
- Be present**
- Training**
- Industry Collaboration**

# Industry Silos versus Collaboration



**You can't inspire others unless you allow yourself to be inspired.**

<http://smf.network/>



<http://www.aviationsafetycommunity.com.au/>



### EVENTS

Who should attend? Well the short answer is anyone involved in aviation.



### NEXT EVENT

Friday 28th February 2020

8:30AM - 12:00PM

Mantra Tullamarine Hotel



### PAST PRESENTERS AND PRESENTATIONS

Preview some of our previous guest speakers presentations, alternatively, preview our previous webinars through our 'Webinar' tab



# What are we trying to achieve?

- Raise Awareness**
- Engage, share and inform**
- Consolidate experience and help others to get a better understanding**
- Identify common issues and work together to find solutions**

**GO and  
share the  
love!**



**Simple can often be more effective than over  
complicated systems where the user loses focus on  
the real problem**

Questions?

