Skyguide – Gestion des incidents

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Welcome!

Please, let me first introduce myself …
Safety measures are created to protect people and property from injury or loss by circumstance, accident or negligence.
Safety vs Security

Security

*Security measures are created to protect people and property from injury or loss by deliberate actions taken by people.*
"The sole objective of the investigation of an accident or incident shall be the prevention of accidents or incidents.

It is not the purpose of this activity to apportion blame or liability."

ICAO Annex 13
10th Edition, July 2010

Chicago Convention, 1944
ICAO established 1947
Régulation

› EU 376/2014 (Commission Européenne)

› Reporting obligatoire – Information OFAC + SESE

› Confidentialité (selon la régulation EU, protection du reporter)

› Pas d'anonymat (accès au reporter)

› Reporting volontaire (le + important)
OIR / TIR & SIR process
Operational internal report

- Confidentiel par défaut
- Annonces obligatoires pour les cas EU 376
- Annonces volontaires possible et surtout souhaitées
- Tous les OIRs sont discutés en réunion mensuelle
- Définition des actions relatives aux incidents
- Feedback à l'auteur (très important)
- Management response sur nos recommandations si enquête interne
MOSI Objectives:
The goals to be achieved with the implementation of MOSI within the company are threefold:

- Ensure a fair and systematic treatment of all Licence Holders involved in a serious incident,
- Rebuild trust and share the responsibility of reintegrating Licence Holders into operational duty,
- Respond to external expectations while ensuring internal application of Just Culture principles.
Safety Improvement Report
Safety Improvement Report

- Non-confidentiel par défaut
- Peut être déposé de manière confidentielle si souhaité
- Responsabilité du traitement du SIR attribué à un manager de ligne
- 3 mois pour classifier le risque H – M – L puis informer des premières actions entreprises
- Progress report tous les 6 mois obligatoire
- MRB peut escalader en cas de désaccord avec la fermeture du SIR
- Feedback à l'auteur de toutes les actions prises
"A Culture, in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated."
just culture policy

Skyguide, with all its employees, is highly committed to fostering and promoting Just Culture within the company. It therefore strives to establish Just Culture not only formally, but also in everyday work life.

We accept the European definitions of Just Culture:Skyguide fully supports the European definition of Just Culture according to which just cultures are cultures in which front-line operators or others persons are not punished for actions, omissions or events that are not or were not controllable by them and are not commensurate with the experience and training, but in which gross negligence, willful violations and other failures are clearly not legitimate. Just Culture as a culture which encourages mutual trust, openness and honest treatment of all staff members are our goal. Just Culture therefore implies a culture that encourages open and honest communication by staff in the reporting of any matters, including, but not limited to, incidents which could lead to an improvement in safety.

We believe in an open and fair culture, where other employees can share their experience, and foster systemic thinking:Skyguide trusts all employees to do their job in good faith, within the limits of their job description. If employees make mistakes, which could lead to undesirable outcomes, this is not in itself a reason for dismissal or severe punishment. The company does not seek to find personal fault or guilt and does not punish staff for mistakes made in good faith. It seeks to improve the system and its processes instead.

We protect reports, safety data and safety information:We protect reports, safety data and safety information. The protection of reports as well as safety data and safety information is mandated by a body that is independent from the line organizations. The body of persons involved in an incident is protected and can only be accessed according to strict internal rules. Furthermore, Skyguide provides both support to staff members who are subject to adverse exposure and investigations.

We foster a Learning Culture:Skyguide promotes a culture which allows for the purpose of learning and improving safety. Skyguide has de-identified safety information available for all staff to utilize to create a culture which permits the continuous improvement of safety.

We do not tolerate unacceptable behaviour:An element in the European definition of Just Culture does not necessarily mean impunity. Skyguide does not tolerate any kind of deliberate violations, gross negligence or wilful damaging behaviour in cases where a certain behaviour appears to cause the potential to impair safety, Skyguide internal safety procedures, and just and fair treatment of all individuals.

We act on our Just Culture:Skyguide promotes a culture and provides the means to ensure this is reflected on a day-to-day basis. In order to assess how well Just Culture is lived, Skyguide audits its justification and culture assumptions within the company. Additionally, Skyguide cooperates with other related organizations.

Alec Rikstad, CEO
Klaus Affulerbach, CEO

member of FABEC
Just Culture

Before the mishap

After the mishap

Oversimplification of history

› https://www.youtube.com/watch?v=nGcbivj3wqq (Skyguide 2min)
› https://www.youtube.com/watch?v=yJ-hSR0zXjo (Sidney Dekker on Just Culture 4min)
The problem of drawing a line...

SMS to address these for the single purpose of improving safety

Inadequate attitude

Honest mistakes

Omissions  Mistakes  Optimizing violations

Routinely errors  Deliberate acts

Gross negligence

Management to monitor these and take disciplinary actions as required

Issue within the competence of justice

member of FABEC
Drawing the line - Safety Arbitration Process

- Doubt on Behaviour
  - Just Culture Committee
    - Gross Negligence / Wilful Misconduct
    - Honest Mistake

Unacceptable behaviour

Acceptable behaviour
Fragilité du système
Summary

› Aviation domain is extremely regulated.
› Skyguide promotes a just culture within the whole organization. Just culture reflects the ability an organization has to learn from failure while not tolerating everything.
› The sole objective of the investigation of an accident or incident shall be the prevention of accidents or incidents not to apportion blame.
› There is a discrepancy between the Aviation Law and the Private & Criminal laws in Switzerland and as in many European countries.

→ SAFETY IS EVERYBODY'S BUSINESS…
Merci pour votre attention.....

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