



# Skyguide – Gestion des incidents

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# Welcome !

Please, let me first introduce myself ...



# Safety vs Security

Safety



***Safety measures are created to protect people and property from injury or loss by circumstance, accident or negligence.***

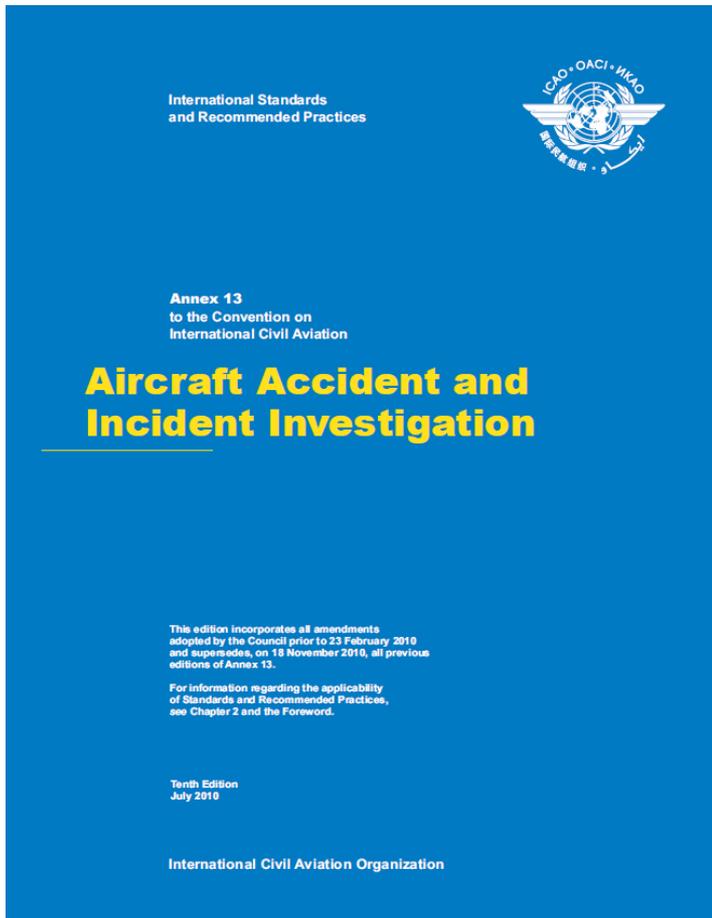
# Safety vs Security

Security



*Security measures are created to protect people and property from injury or loss by deliberate actions taken by people.*

# About Investigations



"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

CONFIDENTIAL

- 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

# Management of serious incident ( MOSI process )

## 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

# Just Culture



*"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."*

EU 376/2014



# Just Culture Policy



## just culture policy



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

### We adopt the European definition of Just Culture

Skyguide fully supports the European definition of Just Culture according to which Just Culture is "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"

### We define Just Culture as a culture which encourages mutual trust and open reporting

At skyguide, Just Culture means a culture which fosters mutual trust. Openness and fair treatment of all staff members are our goal. Just Culture therefore implies a culture that encourages open reporting by supporting staff in the reporting of any matter (including, but not limited to, incidents) which could lead to an improvement in safety.

### We focus on intent rather than outcome and foster systemic thinking

Skyguide trusts that all employees act in good faith when they do their work. It is fully understood and accepted that employees may make mistakes, which could lead to undesirable outcomes. Should this occur, skyguide does not seek to find personal fault or guilt and does not punish staff for making honest mistakes. It seeks to improve the system as a whole instead.

### We protect reporters, safety data and safety information

The protection of reporters as well as safety data and safety information is maximised by a body which is independent from the line organisations. The identity of persons involved in an incident is protected and can solely be accessed according to strict internal rules. Furthermore, skyguide provides best support to staff members when they are subject to external exposure.

### We foster a Learning Culture

Safety data and information is used for the purpose of learning and improving safety. Skyguide makes de-identified safety information available for all staff in order to create a culture which permits the continuous improvement of safety.

### We do not tolerate unacceptable behaviour

As stated in the European definition, Just Culture does not necessarily mean impunity. Skyguide does not tolerate any kind of deliberate violation, gross negligence or wilful damaging behaviour. In cases where a certain behaviour appears to carry the potential to impair safety, skyguide's internal safety processes permit a just and fair treatment of each individual case.

### We live our Just Culture

Skyguide promotes Just Culture and provides training to its staff as required. In order to assess how well Just Culture is lived, skyguide analyses Just Culture perceptions within the company. Additionally, skyguide cooperates with external organisations.



Alex Bristol, CEO

Klaus Affholderbach, CSO

member of FABEC

member of FABEC

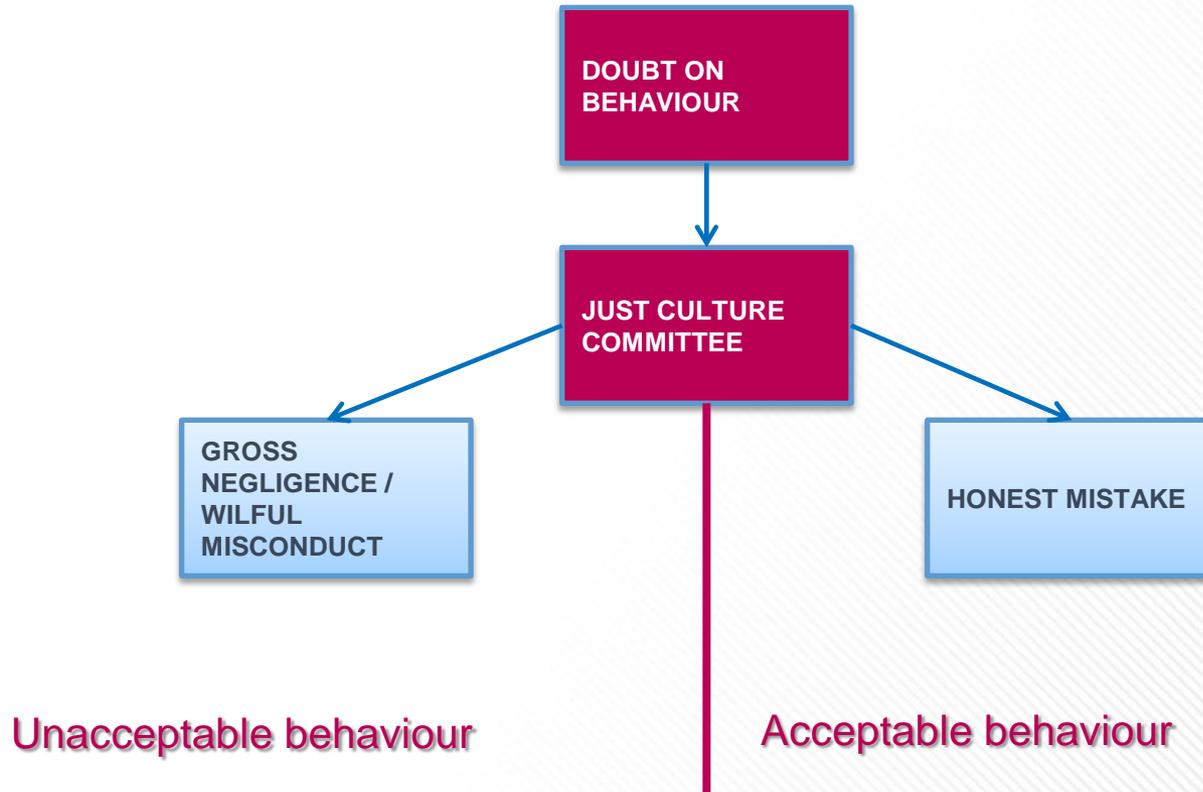




# The problem of drawing a line...



# Drawing the line - Safety Arbitration Process



# 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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