FAA AVIATION SAFETY OUTREACH

Improve Your Safety Culture

Safety culture is the shared **values**, **behaviors** and **traits** that demonstrate a commitment to safety over competing goals.

Key Values of an Organization

SAFETY CULTURE
INFORMED
FLEXIBLE
LEARNING
REPORTING
JUST

Informed
Means the effective use of relevant information which ensures informed management decision-making.

Flexibility
The organization uses information effectively to make changes to reduce operational risk.

Learning
The organization learns form its own failures and similar business-es through data analysis and performance assessments.

Reporting
Organizational policies and processes encourage open reporting of errors or safety concerns without fear of reprisal.

Just Culture
Organizational work environment where people are treated fairly and are encouraged to share safety information openly to learn from errors or mistakes. However, gross negligence, intentional violations, and destructive acts are not tolerated.

Behaviors of Safety Culture

Values Drive Behaviors

- Be honest and transparent
- Commit to continuous improvement
- Model respect and foster teamwork
- Follow up and follow through
- Welcome all news as an opportunity to learn

Safety Culture Traits

Individual Responsibility
includes the mindset that all individuals are personally accountable for safety.

Respectful Work Environment
is apparent when trust and respect permeate the organization.

Questioning Attitude
Individuals remain vigilant for conditions and behaviors that can adversely impact safety; and report concerns.

Continuous Learning
Continuous Learning is highly valued by the organization.

Communication
Set expectations for employees to promote safety, provide effective communi-cation, and provide reasons for decisions.

Problem Identification and Resolution
All issues potentially affecting safety are system-atically identified, fully evaluated and promptly resolved.

Leader Responsibility
Leaders demonstrate a commitment to safety in their decisions and behaviors. Leaders are role models for safety.

Environment for Raising Concerns
encourages personnel to report concerns without fear of retaliation, intimidation, harassment or discrimination and encourages participation in voluntary reporting programs like ASAP or VDRP.

Decision-Making
The Decision-Making process is system-atic, rigorous, thorough, and prudent.
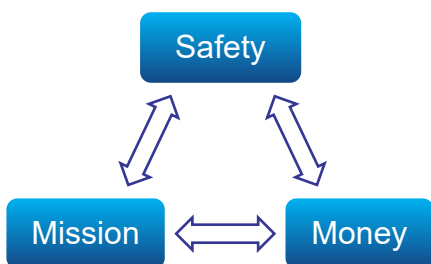
Work Planning
is the process of developing and controlling work activities; and is implemented so safety is main-tained.
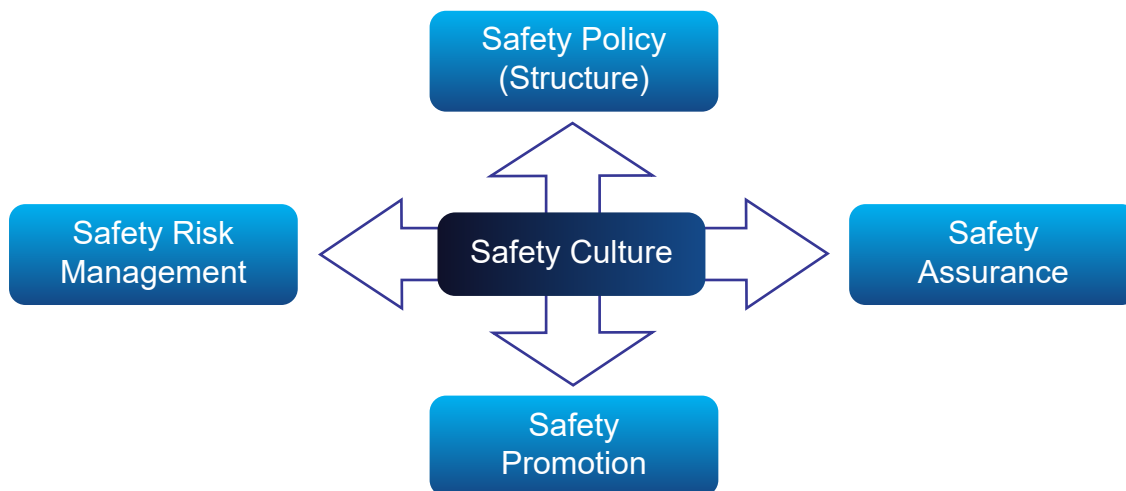
Competing Demands Affect Safety

Positive Safety Culture supports a commitment to operate safely
over competing goals and demands.

Safety

Mission ⟷ **Money**

- Competing goals affect all aviation organizations.
- Tension or pull between **safety**, **mission** and **money** is a reality in all organizations.
- Safety culture supports a "Profit Safely" mindset.

Link Between Safety Culture and Safety Management Systems (SMS)

Effective safety management empowers a positive safety culture,
and a positive safety culture empowers effective safety management

Safety Policy (Structure)

Safety Risk Management ← **Safety Culture** → **Safety Assurance**

Safety Promotion

To learn more, contact your local
FAA Flight Standards District Office (FSDO)
https://www.faa.gov/about/office_org/field_offices/fsdo/all_fsdos/