ENAIRE’s Incidents contributors assessment procedure

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Just Culture in practice
ENAIRE's incident contributors assessment procedure

Just Culture Awareness Workshop
24th May 2017
ENAIRE’s Just Culture related procedures
ENAIRe’s Just Culture related procedures

- Just Culture Policy
- Communication of safety information general procedure
- Notification & Investigation of safety incidents process
- Incidents contributor assessment procedure
- Critical Incident Stress Management (CISM)
- Human Factors related procedures (work in progress)
ENAIRE’s Incidents contributor assessment

Who?

What?

When?

To whom?

How?

Incidents contributor assessment procedure
ENAIRe’s Incidents contributor assessment

The procedure applies after the occurrence of a safety incident with:

- Preliminary ground severity A / B; and
- Direct or indirect ATM contribution

Or

- Preliminary ground severity C that, during the investigation, change to ground severity A / B; and
- Direct or indirect ATM contribution

Or

- When deemed necessary

*Severities according RAT Methodology

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What?

1. Provisional Inability (according to Commission Regulation (EU) 2015/340)
   < 6 days from the safety incident

2. Interview with ACTOs involved
   < 20 days from the safety incident

3. Operational actions assessment
   < 10 days from interview

4. Recommendations & Follow up
   < 10 days from interview
   < 90 days from the safety incident

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To whom?

1. **Provisional Inability** (according to Commission Regulation (EU) 2015/340)

   Automatically for ATCO’s that may have contributed (ATM contribution) in a safety incident with:
   - Preliminary ground severity A
   - Or
   - Preliminary ground severity B, with a previous contribution in a safety incident with ground severity B (or higher) within a period of one month

At least, until the interview and operational assessment is carried out

Reincorporation may require reinforcement measures competence assessment or a Safety Report if there is no ATM contribution derived from competence or behavioural ACTO deficiencies

*Competence assessment is not always required*
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2. Interview with ACTOs involved

Who?

- INTERVIEWED
  - ATCOs involved, at least Executive and Planner

- INTERVIEWERS
  - Head of Regional Safety Department & Safety Division

- UNION REPRESENTATIVE
  - Union representative is allowed, under interviewed request

Report of no interview required
Meeting allocated by HR

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How?

3. Operational actions assessment

Head of Regional Safety Department & Safety Division

- Behaviour to be assessed
- Decision tree
- Possible behaviour that is not tolerable or not acceptable
- Honest mistake
- Systemic issues

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- Based on Just Culture bibliographic references (James T. Reason)
- Guide to assess objectively and with a known common criterion
- Always run all tests; it doesn’t change the result but weights and refines
- The behaviour needs to be assessed, irrespective of systemic issues identified
- Systemic approach, not intended to determine blame neither to transfer individual responsibility to senior management
- Preventive approach. Possible behaviour that is not tolerable or not acceptable requires further analysis (technical + judiciary)
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What?

4 Recommendations & Follow up

Head of Regional Safety Department → Regional Director

- Competence or behavioural reinforcement

- Study of possible behaviour that is not tolerable or not acceptable

Provisional Inability

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<table>
<thead>
<tr>
<th>RESPONSABLE</th>
<th>ACCIONES</th>
<th>PLAZO</th>
<th>REGISTRO</th>
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</thead>
<tbody>
<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>Informe Justificativo</td>
<td>- Incidente Severidad A / B / Otros Contribución ATM Directa/Indirecta</td>
<td>Incapacitación Provisional</td>
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<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>ENTREVISTA</td>
<td>&lt; 20 días de la notificación del incidente</td>
<td>Acta Entrevista Dpto. Reg. Seguridad</td>
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<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>Tipificación de la actuación del personal operativo contribuyente</td>
<td>&lt; 3 días</td>
<td>Acta Entrevista Dpto. Reg. Seguridad</td>
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<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>Valoración de la actuación del Supervisor</td>
<td>&lt; 72 horas con Refuerzo competencial/conductual</td>
<td>Propuesta Incapacitación Provisional (PIP)</td>
</tr>
<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>Identificación de recomendaciones / buenas prácticas de Supervisión</td>
<td>&lt; 20 días</td>
<td>Informe de Investigación de Incidente</td>
</tr>
<tr>
<td>Jefe de Departamento Regional de Seguridad</td>
<td>Toma de decisiones</td>
<td>Desde la entrega del informe de investigación:</td>
<td>Propuesta de Incapacitación Provisional</td>
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<tr>
<td>Director Regional NA</td>
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The formalization of the procedure constitutes a guarantee both for workers and managers, basing the decision making in objective and non-discriminatory and known criteria.

Only applies after a Safety Incident with ATM contribution

Assessment objective and with a known a common criterion

Non individual decision

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ENAIRE Safety Strategies. Safety Plan 2017-2020

Just Culture Days at Units

Just Culture Campaign
In collaboration with Unions and Professionals Associations

ENAIRE’s Just Culture Guide

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Questions & Answers
Thank you for your attention