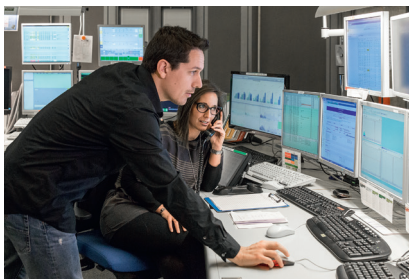


just culture policy



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

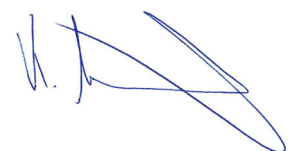
As stated in the European definition, Just Culture does not necessarily mean impunity. Skyguide does not tolerate any kind of deliberate violation, gross negligence or wilful damaging behaviour. In cases where a certain behaviour appears to carry the potential to impair safety, skyguide’s internal safety 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