



## WP3 - SAFETY CULTURE

**OBJECTIVE:** To develop a method for assessing and reporting on safety culture across the whole aviation system, with areas for improvement being identified and tailored to different operational contexts.

### HIGHLIGHTS:

#### European Cockpit Association (ECA)

>7,000 responses

- Overall, Safety Culture is good
- Pilots are concerned fatigue is affecting their performance and >50% feel their companies do not take the issue seriously
- Pilots on temporary, cargo and low cost airline contracts generally have poorer safety culture
- EC, regulators, airlines and pilot associations need to consider the results and determine ways forward

#### Surveys with two major European airlines

- A safety culture survey was carried out for **easyJet**, leading to an internal action plan
- A safety culture survey was carried out for **KLM**, eliciting more than 11,000 replies.

#### The Luton safety culture 'stack'

Six parallel safety culture surveys were carried out at Luton Airport in the UK. This has led to ongoing collaboration to improve safety culture at LTN.

- Air Traffic Control (NATS)
- Airlines (easyJet)
- Airport (London Luton Airport)
- Ground-Handling, Fire & De-Icing Services

**Outcome:** The Stack approach allows organisations to learn from each other, and to overcome safety 'blind-spots' at their interfaces.

