Safety Policy

High safety level of air navigation services provided by Croatia Control Ltd (CCL) shall take priority over operational, commercial, social and any other aspects of business.

CCL's Safety Management System (SMS) is aimed at systematic and proactive achievement of an acceptable level of safety, thus making a maximum contribution towards the safety of European air traffic in general.

The fundamental principles of CCL's safety policy comprise:

- *Safety Responsibility*:
  In order to establish acceptable level of safety, overall accountability of the Director General for safety has been determined, as well as individual responsibility of management and all employees for performance of their tasks.

- *Safety Achievement:*
  In order to achieve an acceptable safety level, sufficient human resources and staff competence has been ensured, with the processes of risk management with regard to changes, control of external services, mandatory and voluntary occurrence reporting in accordance with Regulation (EU) No 376/2014 as well as occurrence investigation process. These processes are carried out in accordance with Just Culture Policy Statement.

- *Safety Assurance:*
  In order to maintain an acceptable safety level, the processes of internal safety surveys, safety monitoring and process of creating safety records including safety assessment reports have been established.

- *Safety Promotion:*
  For the purpose of continuous safety promotion, various meetings and workshops are organized, where relevant safety information is exchanged and lessons learned from safety occurrence investigations are disseminated.

- *Permanent Enhancement:*
  CCL will continuously improve its SMS and raise the safety level of services provided, in compliance with all national and international requirements taking into account best practices and achievements of European Air Navigation Service Providers

CCL Director General has assumed a clear and firm commitment to ensure just culture development and implementation, consistent SMS application, continuous improvement of the safety level, as well as developing and maintaining employees' awareness of safety as a top priority in CCL's business performance.

DIRECTOR GENERAL

Vlado Bagarić