

Just Culture Policy Statement

Croatia Control's (CCL) safety policy implies the highest priority of air navigation services' safety and the responsibility of all the levels of the management and the employees, for the achievement and maintenance of an acceptable level of safety.

In that sense, and in accordance with applicable regulations, CCL commits itself to provide its employees carrying out safety-related tasks with adequate training and to ensure working conditions and equipment in order to achieve and maintain the acceptable level of safety.

All the employees must be familiar with and understand the importance of their role in the organization and of taking the responsibility for their actions. To that end, CCL has the obligation of continuous work on just culture development at all levels in the organization, where in the context of safety management and safety of services, persons are not punished for actions, omissions or decisions taken by them in good faith that are commensurate with their experience, training, and environment, but in which gross negligence, criminal activity and bad faith are not tolerated.

For an efficient safety management system it is important to collect information about all the occurrences which had or could have had a negative impact on safety, which is accomplished through occurrence reporting, which on the other hand is encouraged through just culture.

The sole objective of occurrence reporting is the prevention of accidents and incidents and not to attribute blame or liability, nor to sentence, except in cases of gross negligence, criminal activity and bad faith. Therefore, it is the responsibility and duty of each employee to report each safety-related occurrence, in accordance with regulations and internal documents. Just culture should encourage individuals to report safety-related occurrences, in accordance with the prescribed procedures. It should not, however, absolve individuals of their normal responsibilities.

CCL shall ensure the regular promotion of just culture and include it in employee training.

Information stored in the Office for safety and management systems database shall be used solely to improve safety and to prevent new occurrences, to collect statistical data on the level of safety, to determine safety trends, to carry out analyses, and based on that to take appropriate preventive and corrective action.

In cases of gross negligence, willful violations, destructive acts or bad faith of a person while performing their work tasks, the occurrence data can be used, inter alia, to determine disciplinary responsibility.

Employees who report an occurrence collected by means of the mandatory and voluntary occurrence reporting shall not be subject to any punishment or disciplinary responsibility by their employer due to the sheer fact of reporting an occurrence (it applies to reports that include human error) except in the cases stated above.

Staff carrying out safety-related tasks shall not be threatened or pressured on the basis of the occurrences which they report, except in cases of misconduct or willful, severe, and serious disregard with respect to an obvious risk and profound failure of professional responsibility to take such care as is evidently required in the circumstances.

DIRECTOR GENERAL

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