



Top Operational Considerations to Assess Safety Culture of the Insured

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When asking the recommended questions outlined in herein, listen intently to understand the layered level of insight that you can gather about their culture, leadership, procedures, and their coverage of the 4-pillars of a working Safety Management System from the answers. When talking to:

ORGANIZATIONAL LEADERSHIP	YOU WANT TO HEAR THIS TYPE OF ANSWER
How does your department audit safety performance and efficiency?	We conduct scheduled assessments at defined intervals to ensure compliance with regulations, standards, procedures, and exemptions are being complied with.
Do you have a designated Safety Manager?	Organization is staffed with qualified personnel to address safety concerns. A designated Safety Manager ensures accountability and oversight of hazards and risks.
Does your operation have an organizational structure that lists the qualifications required for each position?	Presents an organizational chart identifying positions, roles and responsibilities that reflect scope of operation (i.e. Dept Manager, Line Manager, Ops Manager, etc.). If a small operation, delegation to third party organizations or outsourcing.
Describe your organizations line service and customer service training program(s).	Presents a documented training program illustrating initial and recurrent training intervals with established contracts with training providers.
EMPLOYEES THROUGHOUT THE OPERATION	YOU WANT TO HEAR THIS TYPE OF ANSWER
Is leadership engaged with safety management?	Confirmation that leaders are present for safety meetings or stand downs, visibly present and engaging, talking about safety and encouraging safety behavior.
Has leadership established clear safety objectives that improve safety?	Articulates the SPI's and confirms they are visible and communicated to everyone throughout the year.
Is leadership committed to organization safety operating procedures despite potential inconvenience or loss of revenue?	Rules are never bent to meet a mission objective and leadership supports decisions which adhere to safety policies even when they are at odds with customer requests.
Does the organization engage in periodic culture surveys for improvement?	Organization does an annual survey, shares results, and addresses issues in timely manner.
Has there been much employee turnover in the past year?	Nothing out of the ordinary or the result of safety mishaps.
Does the organization engage in safety stand downs that discuss operational hazards by function?	People confirm Leaders are present at safety meetings and listen to workers describe work "as is" and are open to front line employee suggestions.
LINE SERVICE	YOU WANT TO HEAR THIS TYPE OF ANSWER
What formal training have you received to carry out the duties of your job?	People describe the most recent training and the frequency of training.
Do you have pre-shift meetings or use a line risk assessment tool (LRAT) before each shift?	People articulate how they prepare for each shift to discuss the days operations. If using an LRAT describe how it's used to determine the right level of risk control toward ensuring safe operations for each shift.
What type of fuel quality control program do you have in place?	People confirm fuel quality control inspections are performed on every load of fuel received into storage and as prescribed by their fuel supplier/ and or ATA 103 for daily, monthly, quarterly and annual inspections.