



Top Operational Considerations to Assess Safety Culture of the Insured

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When asking the recommended questions outlined below, listen intently to understand the layered level of insight that you can gather about their culture, leadership, procedures, and coverage of the components that comprise the SMS framework. 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, and company policy.
Do you have a designated Safety Manager?	The organization is staffed with qualified personnel to address safety concerns. A designated Safety Manager ensures accountability and oversight of hazards and risks.
Does your flight department 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, Mx Manager, Ops Manager, Chief Pilot, etc.). If a small operation, delegation to third party organizations or outsourcing.
Describe your organization's flight crew, ground, maintenance, and flight training programs.	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 standdowns, visibly present and engaging, talking about safety and encouraging safety behavior.
Has leadership established clear safety objectives that improve safety?	Articulation of the SPI's and confirmation 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, for Part 91 operations, the degree to which operational controls are waived is minimal.
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.
FLIGHT CREWS	YOU WANT TO HEAR THIS TYPE OF ANSWER
Do you accomplish cabin emergency training?	Description of the most recent training and the frequency of training.
Do you perform a meaningful risk assessment before each flight? Has that ever resulted in mitigating risks before the flight?	Articulation of how it's done, how it's used preflight, and feeling that it is the right level of risk control toward ensuring a safe flight.
MAINTENANCE MANAGER	YOU WANT TO HEAR THIS TYPE OF ANSWER
Can you describe your aircraft maintenance control system, e.g., how do you ensure you will comply with State of Registry regulations or equipment requirements for certain airspace?	Documented process of how they perform, document, record and manage maintenance of their aircraft. If there's no internal process due to outsourced maintenance, documentation of oversight is in company manuals.
Are maintenance personnel authorized to remove an aircraft from operation because of non-compliance or threat of safety to aircraft, persons or property?	Appropriately qualified personnel have the ability to remove an aircraft from service due to non-compliance or threat of safety with impunity. (Noted in Operations Manual)