



ANA Just Culture Policy

OBJECTIVE

This ANA Policy on the development of a Just Culture within the working environment sets out the high-level policy and principles that will be applied when establishing the circumstances that result in an aviation incident, occurrence or accident. This policy supports the objective of the organisation's safety policy to minimize as far as reasonably practicable its contribution to the risk of an accident while providing an expeditious service.

SCOPE

This policy applies to all activities undertaken by ANA fonctionnaires, employees and contracted staff which relate to the safety of aircraft or the provision of air navigation services.

IMPLEMENTATION

This policy will be applied by ANA by incorporating the principles into routine working methods. The policy will be applied in all ways possible that are consistent with national and international legislation. The policy is recognised, respected and supported wherever appropriate and applicable by the staff representatives signing below.

POLICY

ANA supports the development, in all areas of its activity related to safety of aircraft or the provision of air navigation services, of a culture in which front-line operators or other persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, willful violations and destructive acts are not tolerated.

PRINCIPLES

- ANA is committed to learning from events occurring, in whole or in part, within its control where the standards of safety expected were not achieved.

In order to achieve this, ANA promotes the reporting and investigation of aviation incidents, occurrences or accidents with the objective of clearly understanding the factors that contributed to the event in order to take actions to prevent their recurrence.

- ANA is committed to promoting acceptable and appropriate behaviour within the organization.

In order to achieve this, ANA will clearly indicate the distinction between acceptable behaviour and actions and those that are unacceptable. Safe, appropriate and acceptable behaviour will be recognized and, where appropriate, rewarded. Unacceptable behaviour, such as gross negligence, willful violations and destructive acts, will not be tolerated.

- ANA is committed to supporting those who apply acceptable and appropriate behaviour within the organization and to taking appropriate action where there is unacceptable behaviour.

ANA will not penalize in any way an individual who makes an honest mistake or error. The organization will take action with the objective of preventing such mistakes or errors being repeated.

Where there is no potential conflict of interest ANA will provide legal advice drawn from experts within the Administration and other available sources, and will provide other available forms of support for its staff in case of legal action related to a safety occurrence taken against them by a third party. ANA will work openly with other organisations to respond appropriately where national or international regulations require it.

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