



# Leaders in Europe in safety effectiveness

9 July 2020



Safety, Quality and Environmental Division

In 2019, ENAIRe was ranked as the top air navigation service provider due to the maturity and effectiveness of our Operational Safety Management System and to the implementation of a Just Culture in the organisation.

**We achieved 98.12% effectiveness in our Operational Safety Management System**

What does the effectiveness of the Operational Safety Management System mean? Who measures this effectiveness? And the Just Culture? How are they measured? In this Clip, we will try to answer these questions.

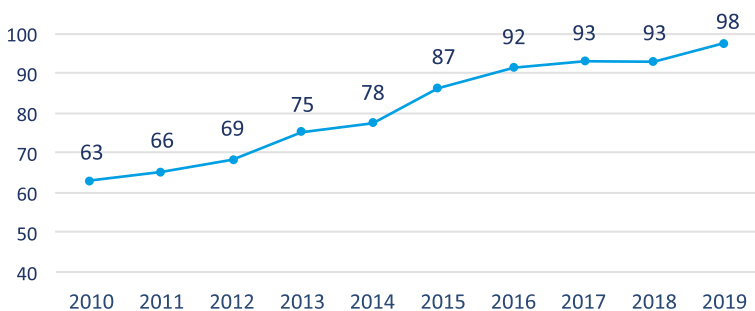
A Europe-wide indicator has been defined to measure the maturity and effectiveness of the safety management systems of air navigation service providers.

This indicator, known as the Effectiveness of Safety Management (EoS<sub>M</sub>), is based on an operational safety maturity questionnaire consisting of 26 items, the answers to which can have one of five levels, from "A" (Initiating) to "E" (Continuous Improvement), and which are reviewed by the national supervisory authorities of each country.

In our case, Spain's National Aviation Safety Agency (AESA) reviews the questionnaires and evidence sent in by Spanish air navigation managers, although it only forwards to the European authority, the European Aviation Safety Agency (EASA), those from ENAIRe, the leading air navigation service provider in Spain.

The areas that are assessed involve ENAIRe as a whole; the indicator is not exclusive to the Safety Division, since the work of each unit throughout the five Regional Offices and Central Services is what allows us to demonstrate the stability and robustness of our Operational Safety Management System. *(see table next page)*

ENAIRe has been making its operational safety more effective year after year (%)



According to this European standard, the level of maturity of ENAIRE's Safety Management System was 98.12% in 2019. This places us as the leading European air navigation service provider among the 31 that are evaluated.

European authorities demand compliance targets for providers to ensure that their operational safety performance is progressing and that continuous improvement is encouraged year after year. These targets are measured with Management Objectives, and in the last year, ENAIRE achieved the highest level (E) in 3 of the 5 objectives - Risk Management, Safety Assurance and Safety Promotion - and Level D in the other two, Safety Policy and Safety Culture. With this data, ENAIRE achieved the targets set for the second reference period (RP2 2015-2019) and even exceeded them in 4 of the 5 Management Objectives.

Since measurements began using this indicator, ENAIRE has advanced significantly, improving by 36% since 2010 and achieving an outstanding result in 2019, with a difference of more than 3 points compared to the next-best providers. In 2015, we reported the most significant increase in the entire period, and have been among the top positions in Europe ever since. This demonstrates our strong commitment to Safety, as expressed in ENAIRE's Policy.

### Leaders in Europe in implementing a Just Culture as well

As with the EoS indicator, the implementation of a Just Culture in the organisation is also assessed at the European

level. In 2019, we achieved a score of 96%, which puts us at the top of European providers, tied in first place with two other providers. A Just Culture allows us to promote our incident reporting system, knowing that its purpose is to learn from mistakes (often unavoidable human errors) so they do not happen again. It is a cornerstone that underpins our entire Operational Safety Management System.

### We are continuing to work to enhance safety

This result makes clear that what is truly important for ENAIRE is, above all, safety, which is an absolute priority for all of us, something we are all working for. It's not just about avoiding accidents and analysing, investigating and learning from those that do happen in order to keep them from happening again; it's about doing things right from the start, rigorously and firmly. All the processes, procedures and actions we do every day are analysed from the standpoint of operational safety to avoid unwanted situations.

At ENAIRE, we are proud to be a benchmark for other providers in many disciplines and to share our best practices, while at the same time learning from others to improve our own systems.

The Safety Division is confident that it will continue to bear witness to everything that ENAIRE does in the name of safety, recording all the efforts and know-how that is devoted to air transport in Spain so it is not only deemed safe by specialised national and international bodies, but so that it remains safe in the eyes of its users: pilots and passengers.



### Areas of study that can be used to assess the effectiveness of safety management

SA1 Development of a positive and proactive safety culture

SA2 Safety responsibilities (organisational and individual)

SA3 Timely compliance with international obligations

SA4 Safety standards and procedures

SA5 Competency

SA6 Risk management

SA7 Safety interfaces

SA8 Safety reporting, investigation and improvement

SA9 Safety performance monitoring

SA10 Operational safety surveys and SMS audits

SA11 Adoption and sharing of best practices

% Just Culture Implementation

