

## APPENDIX C

### Five Attributes of a Safety Culture

- An Informed Culture** “Those who manage and operate the system have current knowledge about the human, technical, organizational and environmental factors that determine the safety of the system as the whole.”
- A Reporting Culture** “An organizational climate in which people are prepared to report their errors and near-misses.”
- A Just Culture** “An atmosphere of trust in which people are encouraged, even rewarded, for providing essential safety-related information – but in which they are also clear about where the line must be drawn between acceptable and unacceptable behavior.”
- A Flexible Culture** “Adapting effectively to changing demands. . . . [I]n many cases it involved shifting from the conventional hierarchical mode to a flatter professional structure, where control passes to task experts on the spot.”
- A Learning Culture** “The willingness and the competence to draw the right conclusions from [the organization’s] safety information system, and the will to implement major reforms when their need is indicated.”

Reason, J., 1997. *Managing the Risks of Organizational Accidents*. Burlington, Vt.: Ashgate.