



DTO Just Culture Commitments

We have defined **five commitments** that we believe are critical for Just Culture at Commune Aérostatique.

1. ***We ensure freedom to speak up and report harmful situations, conditions, events, incidents or accidents without fear of unfair, unjust or unreasonable blame or punishment.*** Unfair, unjust or unreasonable blame or punishment does not motivate people to do a good job, nor to avoid 'human error'. Instead, it reduces cooperation, trust and reporting, prevents innovation, and adversely affects healthy judgements about risks that are part of everyday work. Rather than making people afraid, we all need to contribute to an environment where people can work and provide essential safety-related information to improve how the organisation works.

We at Commune Aérostatique encourage this approach by organising regular informal meetings with pilots and crews be it for checking the equipment or informal lunches and dinners talking safety and risk evaluation.

2. ***We will support people involved in incidents or accidents.*** Safety investigations and organisational learning activities concerning unwanted events should – as far as possible – be positive experiences for all involved, improving the design of the system, helping individuals, teams and the organisation to grow and become more resilient, and repairing – as far as possible – any damage done.

We have a series of contacts to get support in difficult situations. We can rely on the CGDIS psychological support teams as well as specific psychologists specialised in psychological support for people involved in incidents or accidents.

3. ***We don't accept unacceptable behaviour.*** Gross negligence and wilful misconduct are very rare, but cannot be tolerated. The above commitments do not mean that 'anything goes'. There must be constant discussion about the right professional behaviour and the consequences when professional boundaries are crossed. And nothing should prevent criminal prosecutions in the event of intentional wrongdoing or gross negligence; this is a matter for the judiciary.

Our internal rule book gives major rules as well as a general framework of what will be tolerated and what will not be tolerated. The internal rule book is updated annually and discussed at AGMs.

4. ***We take a systems perspective.*** Safety must be considered in the context of the overall system, not isolated individuals, parts, events or outcomes. The system is the main influence on performance. The system comprises human, technical, informational, temporal, social, political, economic and organisational components. These include goals and targets, demand, resources, constraints, incentives and reward systems, measures, work organisation, the work environment, and so on. The focus of the investigation and improvement will normally be on these system elements, and how they interact.

As a very small organization we have always supported an approach of openness to other national or international organisations be it in the ballooning community or with other aviation associations. We promote a culture of exchange of information helping to improve the global system.

5. ***Design systems that make it easy to do the right things.*** Improving safety means designing ways of working that make it easy to do the right thing and hard to do the wrong thing. This design process should be a collaborative and constructive process that empowers those involved and affected as co-designers to help improve the system.

We aim to improve our risk management system by learning from experiences from bigger organisations. We organise regular safety conferences having in mind all points of the above commitments and most important, we make sure that all board members lead the organisation and design the system according to these commitments.

Junglinster, October 2022

Bibliography:

<https://www.skybrary.aero/enhancing-safety/just-culture/about-just-culture/just-culture-manifesto>