European Railway Safety Culture Model 2.0
European Railway Safety Culture Model 2.0: Components

- Control Major Risks (F1)
- Understand Workplace Reality (F2)
- Learn from Experience (F3)
- Integrate Safety Consistently (F4)
- Fundamentals
- Behaviour Patterns
- Enablers

Enablers:
- Interacting
- Formalising
- Disseminating
- Reinforcing
Railway Safety Fundamentals: Keywords

- Questioning attitude
- Risk awareness
- Resilience

- Reporting
- System complexity
- Working conditions

- Learning from others
- Improvement
- Analysis

- Decision making
- Resource allocation
- Safety vision

CONTROL MAJOR RISKS
UNDERSTAND WORKPLACE REALITY
LEARN FROM EXPERIENCE
INTEGRATE SAFETY CONSISTENTLY

F1
F2
F3
F4
Railway Safety Fundamentals: Attributes

Individuals at all levels avoid complacency, challenge assumptions, encourage and consider opposing views.

The capability to operate safely under unexpected situations is developed.

Individuals at all levels are aware of major risks and understand their personal contribution to safety.

Routine and abnormal deviations are recognised and reported. Measures to identify and mitigate organisational silence are implemented.

The organisation recognises that its technologies and systems are complex and can fail in unpredictable ways.

The organisation actively seeks learning opportunities.

The organisation recognises that working conditions, such as time pressure, workload and fatigue influence safe behaviours.

Safety related feedback is perceived as an opportunity to improve performance and is acted upon.

Safety is a primary consideration in the allocation of resources.

The organisation develops and implements a safety vision to support the achievement of business objectives.

Reporting is systematically analysed to identify those factors that allow organisational learning and improvement.
Cultural Enablers: Keywords

E1: INTERACTING
- Teamwork and collaboration
- Interpersonal values
- Regulatory relationships

E2: FORMALISING
- Roles and responsibilities
- Organisational design
- Organisational systems

E3: DISSEMINATING
- Communication
- Competence management
- Soft skills

E4: REINFORCING
- Leading by example
- Management intervention
- HOF expertise
Cultural Enablers: Attributes

INTERACTING

E1.1 Teamwork and collaboration
Collaboration within and across organisations is nurtured to operate safely.

E1.2 Interpersonal values
Trust, respect and openness permeate the organisation and characterise inter-organisational relationships at all levels.

E1.3 Regulatory relationships
Healthy regulatory relationships exist and ensure that the accountability for safety remains with the operating organisation.

FORMALISING

E2.1 Roles and responsibilities
Roles, responsibilities and authorities are understood and accepted.

E2.2 Organisational design
Organisational structures support sustainable and safe performance.

DISSEMINATING

E3.1 Communication
Safety information is openly shared within and across organisations.

E3.2 Competence management
Competence management ensures a knowledgeable workforce.

E3.3 Soft skills
Safety leadership and non-technical skills are systematically developed.

REINFORCING

E4.1 Leading by example
Managers exhibit behaviours that set the standard for safety.

E4.2 Management intervention
Managers ensure that incentives, sanctions and recognition reinforce behaviours and outcomes that support sustainable and safe performance.

E4.3 HOF expertise
Human and organisational factors, including frontline experience, are systematically considered during design and change.
Making the railway system work better for society.

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