

Moving Europe towards a sustainable and
railway system without frontiers.

ERA Training on Safety Culture Assessment and Monitoring

OBJECTIVES

The main objective of the training is to provide knowledge and tools on how to assess the *safety culture* of a railway organisation.

The workshop introduces the European Railway Safety Culture Model and engage the participants in reflecting how this framework can be used to identify *safety culture markers* in any railway stakeholder's organisation, as relevant information related to safety culture.

Practical cases tackle the different stages of a *safety culture assessment*, i.e. gathering of safety culture markers during a relevant period, analysis based on the safety culture model, and reporting to the company's senior managers.

METHODS

The cornerstone is the European Railway Safety Culture Model (ERA-SCM) and how to use it in relation to assessment of safety culture. The following training tools are used during the course:

- *Presentations of concepts and theories with supporting materials, illustrated with real-life cases;*
- *e-learning courses;*
- *Interactions between the participants and group work sessions guided by the facilitators;*
- *Production within groups of a safety culture assessment report.*

AGENDA**Day 1 – Safety Culture: Concepts, Framework, Markers, and Survey**

Time	Content	Objectives
09:00-09:30	Welcome and introduction	Understand the benefits of the workshop, objectives and practical arrangements. Roundtable with “Chose the picture”
09:30-10:30	Introduction to the European Railway Safety Culture Model (ERA-SCM)	Get acquainted with the conception of the model, how its general view articulates organisational culture and safety vision, how its detailed view may support a safety culture assessment
10:30-11:00	Break	
11:00-13:00	ERA-SCM: e-learning and exercises	Understand the model and the 24 safety culture attributes through e-learning (individual) and practical exercises (group)
13:00-14:00	Break	
14:00-15:00	Introduction to Safety Culture Markers	Exercise: Collect data in relation with the ERA-SCM. Introduce Safety Culture Markers and the related excel form. <i>What is a good marker?</i>
15:00-15:45	European Rail Safety Climate Survey (ERA-SCS)	Understand ERA-SCS as a method to approach safety culture.
15:45-16:00	Break	
16:00-17:15	Collecting Safety Culture Markers through the ERA-SCS Report	Case study: Review the ERA-SCS Report of the BTL. Each group elaborates markers in the excel form file, linking “collected data” with attributes and assessment
17:15-17:30	Feedback, tomorrow’s agenda, closure	

Day 2 – Collecting Safety Culture Markers as a “fly on the wall”

Time	Content	Objectives
09:00-09:30	Introduction to Safety Culture Assessment and Peer Review	Introduction to the safety culture peer review process
09:30-10:30	Between the Lines	Assign the work to be carried out within groups, introduce film, explain the “fly on the wall” role and provide the excel form. Show each sequence, debrief, allow some time for making notes (group work)
10:30-11:00	Break	
11:00-12:00	Between the Lines (cont.)	Show each sequence, debrief, allow some time for making notes (group work)

12:00-13:00	Safety Culture Markers	Step 1: Each group elaborates “findings” on paper
13:00-14:00	Lunch	
14:00-15:45	Safety Culture Markers (cont.)	Step 2: Each group elaborates markers in the excel form file, linking “collected data” with attributes and assessment
15:45-16:00	Break	
16:00-16:45	Safety Culture Markers (cont.)	Plenum: Each group presents a couple of safety culture markers
16:45-17:00	Feedback, tomorrow’s agenda, closure	

Day 3 – Collecting and Analysing Safety Culture Markers

Time	Content	Objectives
09:00-09:30	Safety Culture Data collection methods	Document review: <i>what kind of documents do you imagine to be relevant for finding Safety Culture Markers?</i> ERA-SCM Interactive guidance
09:30-10:30	Document review and preparation of interview	Step 1: Each group analyses two documents of BTL, identify Safety Culture Markers and prepare an interview with Ms. Essemas
10:30-11:00	Break	
11:00-11:45	Document review and preparation of interview (cont.)	Step 2: Each group elaborates markers in the excel form based on “document review”, including link to attributes and assessment
11:45-12:30	Document review and preparation of interview (cont.)	Plenum: each group present a couple of Safety Culture Markers and a couple of questions to be asked to Ms. Essemas
12:30-13:00	Collecting safety culture information via interviews	Introduce individual and collective interviews as relevant safety culture data collection methods. Good practice and pitfalls
13:00-14:00	Lunch	
14:00-15:00	Elaborating Safety Culture Markers based on interview notes	Each group elaborates markers in the excel form file based on the interview notes, including link to attributes and assessment
15:00-15:45	Elaborating Safety Culture Markers based on Interview notes	Plenum: each group presents a couple of safety culture markers
15:45-16:00	Break	
16:00-16:45	Safety Culture Assessment Report	Each group elaborates a PowerPoint file with “Executive Summary”, 2 strengths and 2 areas for improvement
16:45-17:00	Feedback, tomorrow’s agenda, closure	

Day 4 – Presenting the Safety Culture Assessment Report

Time	Content	Objectives
09:00-10:00	Assessment Report (cont.)	Each groups elaborates a PowerPoint file with “Executive Summary”, 2 strengths and 2 areas for improvement.
10:00-10:30	Assessment Report (cont.)	Plenum: each group presents their conclusions to BTL Senior Managers (roleplay)
10:30-11:00	Break	
11:00-12:00	Assessment Report (cont.)	Plenum: each group presents their conclusions to BTL Senior Managers (roleplay)
12:00-13:00	Summary and Closure	
13:00-14:00	Lunch	