

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 training introduces the European Railway Safety Culture Model and engages 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.*
- *Interactions between the participants and group work sessions guided by the facilitators.*
- *Production within groups of a safety culture assessment report.*

MANDATORY INDIVIDUAL PREPARATION

To ensure the best knowledgebase for the interactive training, please take the time and make the effort to prepare yourself before the start of the onsite training by going through the below e-learning modules:

- [Course: Safety Culture Model | ERA Academy](#)
- [Course: Safety Culture Model - Interactive Guidance | ERA Academy](#)

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 training, objectives and practical arrangements. Roundtable with “Choose 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	
11:00-12:00	ERA-SCM and exercises	Understand the model and the 24 safety culture attributes through practical exercises (group - daily job examples)
12:00-12:30	Introduction to Safety Culture Assessment, Peer Review and Oversight	Introduction to the Safety Culture Assessment process, Peer Review and Oversight
12:30-13:30	Break	
13:30-14:30	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>
14:30-15:00	European Rail Safety Climate Survey (ERA-SCS)	Understand ERA-SCS as a method to approach safety culture.
15:00-15:15	Break	
15:15-16:45	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
16:45-17:00	Feedback, tomorrow’s agenda, closure	

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

Time	Content	Objectives
09:00-10:30	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 (Intro,3,5) 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) Step 2: Each group elaborates markers in the excel form file, linking “collected data” with attributes and assessment
12:00-13:00	Safety Culture Markers	Step 1: Each group elaborates “findings” on paper
13:00-14:00	Lunch	
14:00-14:30	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
14:30-15:30	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
15:30-15:45	Break	
15:45-16:45	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 Plenum: each group present a couple of Safety Culture Markers and a couple of questions to be asked to Ms. Essemas
16:45-17:00	Feedback, tomorrow’s agenda, closure	

Day 3 – Collecting and Analysing Markers, producing and presenting final report.

Time	Content	Objectives
09:00-09:30	Collecting safety culture information via interviews	Introduce individual and collective interviews as relevant safety culture data collection methods. Good practice and pitfalls
09:30-10:30	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
10:30-11:00	Break	
11:00-11:45	Elaborating Safety Culture Markers based on Interview notes	Plenum: each group presents a couple of safety culture markers
11:45-12:30	Safety Culture Assessment Report	Each group elaborates a PowerPoint file with “Executive Summary”, 2 strengths and 2 areas for improvement
12:30-13:00	Assessment Report (cont.)	Each groups elaborates a PowerPoint file with “Executive Summary”, 2 strengths and 2 areas for improvement.
13:00-14:00	Lunch	
14:00-14:30	Assessment Report (cont.)	Each groups elaborates a PowerPoint file with “Executive Summary”, 2 strengths and 2 areas for improvement.
14:30-15:45	Assessment Report (cont.)	Plenum: each group presents their conclusions to BTL Senior Managers (roleplay)
15:45-16:00	Break	
16:00-16:30	Assessment Report (cont.)	Plenum: each group presents their conclusions to BTL Senior Managers (roleplay)
16:30-17:00	Summary and Closure	