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

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

Human and organisational factors, including frontline experience, are systematically considered following safety events, deviations, and during design and change.

Individuals at all levels avoid complacency, challenge assumptions and support organisational learning.

Safety is a primary consideration in the allocation of resources.

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

Individuals at all levels are convinced that safety and operations go hand in hand. They demonstrate their commitment to safety through their behaviours and decisions.

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