

Just Culture Policy

AEROTHAI is committed to establish an open and trusting atmosphere in which employees are encouraged to report essential safety-related information. Air navigation service is a highly dynamic system. Errors and failures in the system are connected to the design of a system, procedures, human limitations, and operating environment. A non-punitive safety reporting culture keeps the company informed about potential errors so that proactive reforms can be implemented.

Our commitment is to:

Occurrence report and the use of safety information

- report all safety occurrences, errors, failures or hazards that may compromise safety in the air navigation services
- learn from each occurrence by investigating to identify contributing factors and mitigation actions of an occurrence not to find an individual blame
- follow procedures to safeguard safety data and information while enable safety information sharing according to AEROTHAI Standard Operating Procedures in Protection of Safety Data and Information
- ensure that the reported information will be used for maintaining and improving aviation safety not for punitive action except in case of intentional risk taking underlined hereafter
- support those who have reported an occurrence and treat those who have been involved in an occurrence fairly

☞/Honest...

Honest errors and unacceptable behavior

- address honest errors including slips, lapses, mistakes in daily duties, negligence caused by human limitation and system failure, and willful violation with positive intent in a non-punitive environment
- address intentional risk taking, substance abuse misconduct, and failure to promptly report mandatory incidents in a disciplinary action
- differentiate between honest errors and intentional risk taking behavior which characterized by gross negligence, recklessness or willful disregard for the safety of airspace users
- consider instance where individuals have made repetitive errors from both human factor and organizational perspective

ทั้งนี้ ตั้งแต่บัดนี้เป็นต้นไป
จึงประกาศมาให้ทราบโดยทั่วกัน



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กรรมการผู้อำนวยการใหญ่

กองบริหารความปลอดภัย
สำเนาเรียน ฝ่ายจัดการทุกระดับ