NBAA SAFETY CULTURE SURVEY

For effective safety leadership in a business aviation environment, the entire organization must work together to fully embrace a proactive safety mind-set.

This survey is intended to help you assess organizational values, operations interactions and formal and informal safety indicators in your organization. Responses can be used to help build a positive safety culture within your flight department.

For each statement, think about the current culture, procedures and environment in your flight department and choose the response that best reflects your feelings and experience. There are no right or wrong answers. Bear in mind that your response should indicate how you actually feel, not how you think you should feel. If you do not know how you feel or have not experienced the scenario presented in a particular question, write “N/A” on the comments line for that question.

ORGANIZATIONAL VALUES

Trust in Management

1. Leadership is actively involved in the safety program and management of risk.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

2. Safety is always important until we get busy.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

3. I am comfortable reporting a safety error or violation.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

4. I am encouraged to report near miss incidents or operational errors.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

Comments ____________________________
Safety Leadership

5. Management talks a lot about safety but does little to make work safer.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

6. Management is always willing to listen to my ideas for safety improvement.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

7. Management leads by example when it comes to safety.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

Comments

Safety Fundamentals/Compliance

8. The equipment we operate is consistently maintained in safe working condition.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

9. Our company has clearly defined safe operating practices that adequately address the existing risks.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

10. We have a defined system to complete operational risk assessments.
    - Strongly disagree
    - Disagree
    - Neither agree nor disagree
    - Agree
    - Strongly agree

11. There is a defined process for continuous safety improvement, e.g. a safety committee or team.
    - Strongly disagree
    - Disagree
    - Neither agree nor disagree
    - Agree
    - Strongly agree

12. We try to exceed regulatory requirements and keep risk as low as reasonably practicable (ALARP).
    - Strongly disagree
    - Disagree
    - Neither agree nor disagree
    - Agree
    - Strongly agree

Comments

OPERATIONS INTERACTIONS

Safety Communication

13. I receive regular safety related communications that help me work safely.
    - Strongly disagree
    - Disagree
    - Neither agree nor disagree
    - Agree
    - Strongly agree

14. We talk about errors or incidents as opportunities to learn rather than to place fault or blame.
    - Strongly disagree
    - Disagree
    - Neither agree nor disagree
    - Agree
    - Strongly agree

Comments
Recognition / Reinforcement

15. I have received positive feedback for my safe decisions/choices at work.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

16. Saying “no” to diminishing operational safety margins is not viewed negatively.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

17. Operating safety is uniformly recognized as more important than mission accomplishment.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

Comments

FORMAL SAFETY INDICATORS

Safety Reporting Systems

18. We have an incident/near miss reporting system that is easily accessible that allows both identified and anonymous reporting.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

19. Incident and near miss investigations seek to identify individual, supervisory and organizational causality factors/influences of safety errors and violations.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

20. There is a defined process to distinguish between safety errors and violations.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

21. Effective corrective actions are implemented at the conclusion of an investigation.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

Comments

Training and Orientation

22. I am adequately trained to safely conduct my job/flights.
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

23. I have received adequate training on the company safety management system (SMS).
   - Strongly disagree
   - Disagree
   - Neither agree nor disagree
   - Agree
   - Strongly agree

Comments
Safety Data
24. We receive useful information regarding our company safety trends/data.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

25. Operational safety audits and inspections are conducted and results are shared with us.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

Comments

INFORMAL SAFETY INDICATORS
Group Norms and Responsibilities
26. If I see someone working/flying in an unsafe manner, I will remind them to work/fly safely.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

27. A priority of the moment is never allowed to supersede our core value of doing a job safely.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

28. If I feel uncomfortable with a situation, I can say “no go” without receiving adverse pressure from others.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

Comments

Employee Professionalism
29. All employees take pride in doing their jobs in a professional and safe manner.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

30. All employees consistently follow all SOPs, even when the boss is not observing.
   - Strongly disagree   - Disagree   - Neither agree nor disagree   - Agree   - Strongly agree

Comments
Company Designed Questions (31-35)

31.  [ ] Strongly disagree  [ ] Disagree  [ ] Neither agree nor disagree  [ ] Agree  [ ] Strongly agree

32.  [ ] Strongly disagree  [ ] Disagree  [ ] Neither agree nor disagree  [ ] Agree  [ ] Strongly agree

33.  [ ] Strongly disagree  [ ] Disagree  [ ] Neither agree nor disagree  [ ] Agree  [ ] Strongly agree

34.  [ ] Strongly disagree  [ ] Disagree  [ ] Neither agree nor disagree  [ ] Agree  [ ] Strongly agree

35.  [ ] Strongly disagree  [ ] Disagree  [ ] Neither agree nor disagree  [ ] Agree  [ ] Strongly agree

Comments

ACCIDENTS AND NEAR MISSES

Have you had any incidents or near misses that you have not reported in the last 12 months?

[ ] None  [ ] One  [ ] Two  [ ] Three  [ ] Four or more incidents

DEMOGRAPHICS

Length of service in your current position: ________________

[ ] Manager/Supervisor  [ ] Non-Managerial

Department: ________________

[ ] Manager/Supervisor  [ ] Non-Managerial

Title or position: ________________

[ ] Manager/Supervisor  [ ] Non-Managerial

What can our company do to improve safety? ________________

What does our company do well regarding safety? ________________

Additional Comments: ________________