



Civil Air Patrol's Ideal Safety Culture





What we do

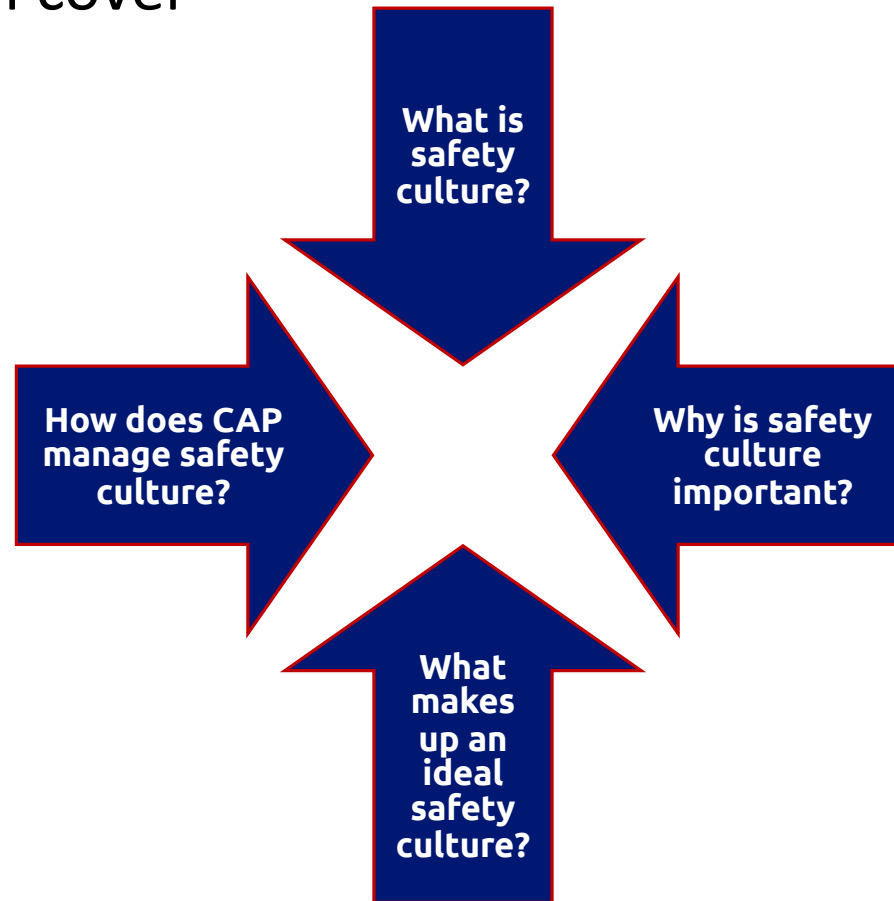
Citizen Volunteers Supporting

- Emergency Services
- Disaster Relief
- Search and Rescue
- Homeland Safety
- Community Wellbeing
- Promoting Aviation
- Aerospace Education
- Shape Future Leaders





What we'll cover





What is safety culture?





Why is safety culture important?



People first: care and concern for the wellbeing of people as the most important part of success



High reliability: activities and missions are carried out with minimized exposure to unnecessary risk



Organizational Credibility: continuous improvement allows us to cooperate with industry partners and share what works





What makes up an ideal safety culture?

Reporting Culture

Awareness of safety issues that should be reported

Encouraged to report safety issues

Positive tendency to report safety issues





What makes up an ideal safety culture?

Reporting Culture and Outcomes

Safety issues get identified early to ensure the members and equipment are available

Reporting safety concerns when they are observed helps us address issues as quickly as possible

When safety issues are reported, we use the data to improve the safeguards that prevent injury, illness, or damage





What makes up an ideal safety culture?

Just Culture

Understanding acceptable and unacceptable behaviors

Positive acknowledgement for raising safety concerns

Full cooperation in safety reviews and trust in fair treatment

Accountability for truly negligent actions (deliberate disregard)





What makes up an ideal safety culture?

Just Culture and Outcomes

Being fair and consistent so everyone knows what's expected

Focusing on contributing and causal factors = confidence that safeguards support mission or activity outcomes

Correcting non-ideal safety practices protects people and = good stewardship of resources





What makes up an ideal safety culture?

Learning Culture

Learning from errors and adjusting behavior willingly

Observing leaders model learning and personal accountability

Sharing information about successful outcomes and learning experiences





What makes up an ideal safety culture?

Learning Culture and Outcomes

Sharing safety information so everyone benefits and can be on the lookout for things that impact people or equipment

Embracing personal accountability for modeling and applying learning in every mission and activity where people participate

Adjusting behavior willingly to correct unsafe practices, building trust and confidence





What makes up an ideal safety culture?

Flexible Culture

Members apply risk management routinely to activities of all types

Members adapt easily to changing demands and unforeseen developments

Members manage safety “obstacles” that impact operational continuity





What makes up an ideal safety culture?

Flexible Culture and Outcomes

Applying SRM when planning all missions and activities ensures that any issues get addressed beforehand

Adapting to changing conditions quickly, overcomes obstacles without compromising safety

Overcoming operational challenges and maintaining a safe outcome builds trust in our full range of capabilities





What makes up an ideal safety culture?

Engaged Culture

Everyone does their part and embraces safety as a personal value in taking care of themselves, each other, and our resources





How does Civil Air Patrol manage safety culture?





CAP Mission-Vision

Volunteers serving America's communities, saving lives, and shaping futures.





Core Values



Volunteers Serving America's Communities, Saving Lives, and Shaping Futures



CAP Safety's Principle-Based Approach



Volunteers Serving America's Communities, Saving Lives, and Shaping Futures





CAP Safety Principles



Flexibility



Learning



Fairness



Accountability





CAP Safety Principles

Flexibility

Work to overcome barriers and obstacles to safe outcomes in ever-changing conditions

Always on the lookout for what can go wrong

Work proactively to mitigate risks

Tied to CAP's core value of EXCELLENCE where we hold ourselves to a high standard to protect our people and resources.





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Learning

Take personal responsibility to seek to be better than we were yesterday

Tied to CAP's core value of INTEGRITY where we not only do the right things

Acknowledge errors, discuss them with others, and work to learn from them – and then change our behavior





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Fairness

Avoid defaulting to blame when errors occur

Accept that everyone is susceptible to an honest error and, when treated fairly and compassionately, they will be open to learning and change

Tied to CAP's core value of RESPECT where we listen openly to others and "seek to understand before being understood."





CAP Safety Principles

Flexibility	Learning	Fairness	Accountability
<p>Work to overcome barriers and obstacles to safe outcomes in ever-changing conditions</p> <p>Always on the lookout for what can go wrong</p> <p>Work proactively to mitigate risks</p> <p>Tied to CAP's core value of EXCELLENCE where we hold ourselves to a high standard to protect our people and resources.</p>	<p>Take personal responsibility to seek to be better than we were yesterday</p> <p>Tied to CAP's core value of INTEGRITY where we not only do the right things</p> <p>Acknowledge errors, discuss them with others, and work to learn from them – and then change our behavior</p>	<p>Avoid defaulting to blame when errors occur</p> <p>Accept that everyone is susceptible to an honest error and, when treated fairly and compassionately, they will be open to learning and change</p> <p>Tied to CAP's core value of RESPECT where we listen openly to others and "seek to understand before being understood."</p>	<p>Strive to model personal accountability is the responsibility of all leaders across CAP</p> <p>Tied to CAP's core value of VOLUNTEER SERVICE where "service before self" means that I am not only willing to account publicly for my contribution to safety errors, but also to be held to account by others when they observe an unsafe condition.</p>





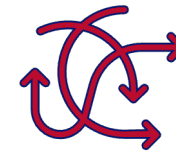
Key Assumptions



Every safety significant occurrence is an opportunity to learn and improve



The quality of safety outcomes is improved when we engage others to incorporate different perspectives



Factors that lead to negative safety outcomes are never simple and never just one thing





Key Behaviors



Curiosity



Cooperation



Openness



Reflection



Assertiveness





Key Behaviors

Curiosity

Linked to our Integrity value and Learning principle.

Leads to discovering underlying factors, mindset that led to decisions and actions

When we aren't curious, we miss opportunities to learn from the factors that could better protect people and equipment.





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Cooperation

Linked to our Volunteer Service value and Accountability principle

Engage with others in ways that invite members' perspectives and contributions, creating a sense of common purpose and aligned actions

When we don't cooperate, we see breakdowns in openness and communication





Key Behaviors

Curiosity	Cooperation	Openness
<p>Linked to our Integrity value and Learning principle.</p> <p>Leads to discovering underlying factors, mindset that led to decisions and actions</p> <p>When we aren't curious, we miss opportunities to learn from the factors that could better protect people and equipment.</p>	<p>Linked to our Volunteer Service value and Accountability principle</p> <p>Engage with others in ways that invite members' perspectives and contributions, creating a sense of common purpose and aligned actions</p> <p>When we don't cooperate, we see breakdowns in openness and communication</p>	<p>Linked to our Respect value and Fairness principle</p> <p>Sharing openly sharing leads to people feeling valued by CAP's leaders which can lead to increased member satisfaction.</p> <p>When leaders aren't open people are reluctant to engage and ask questions and may withhold relevant safety information or behave in non-ideal ways</p>





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It's all about results

Results

Safety Performance

- Improved safeguards
- Reduced errors
- Proactive safety risk management



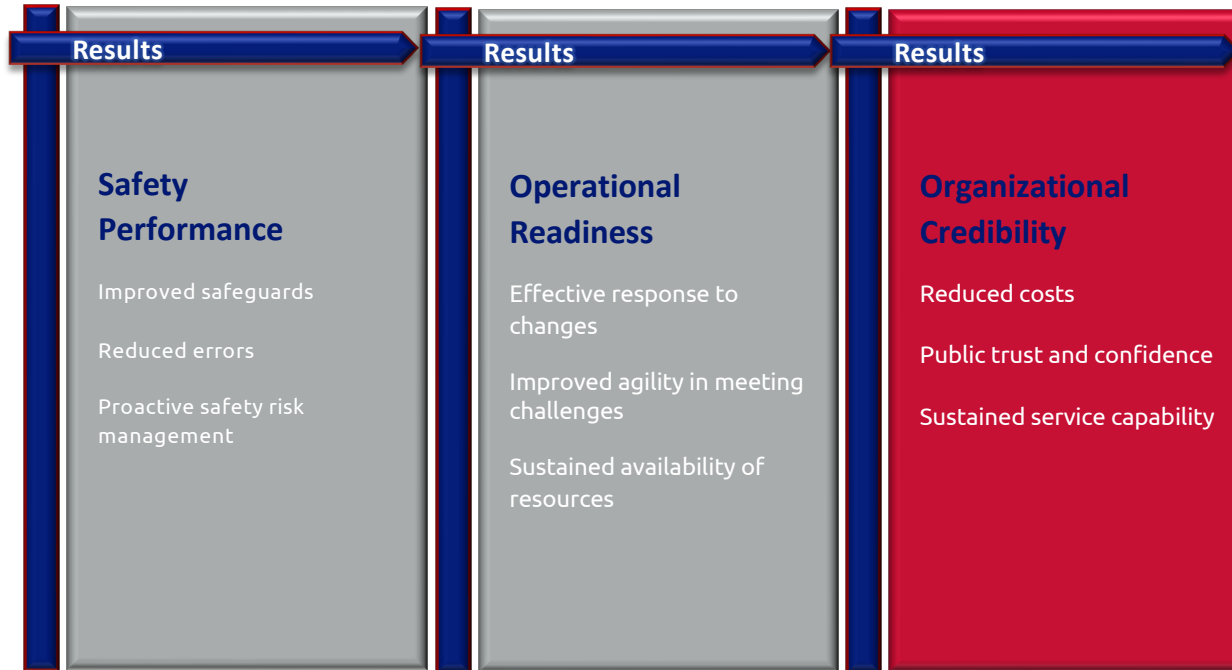


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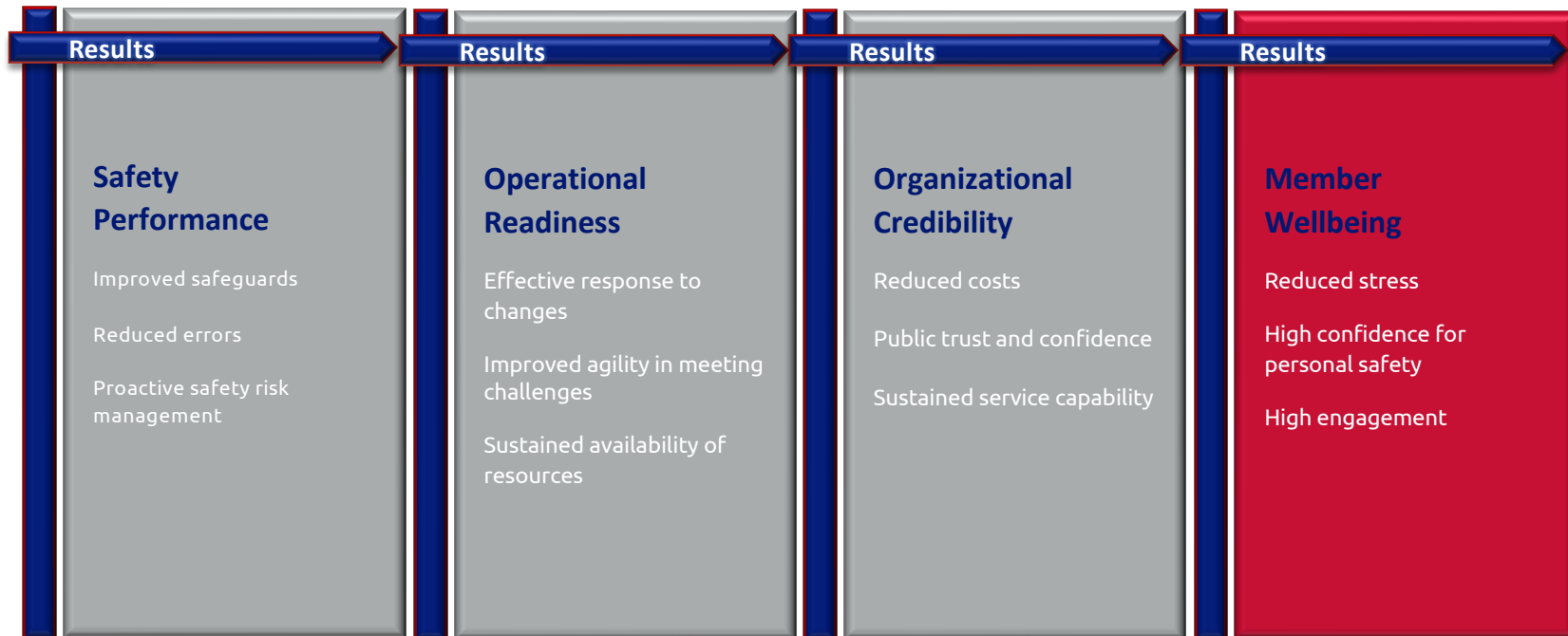


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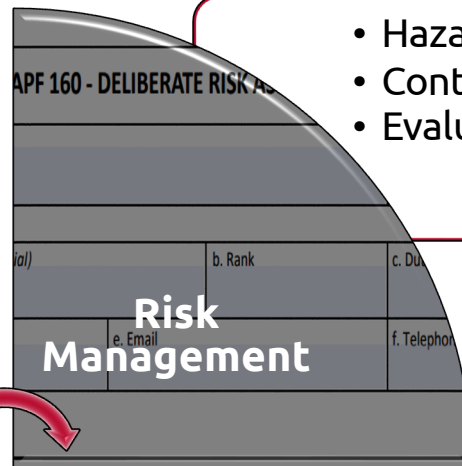
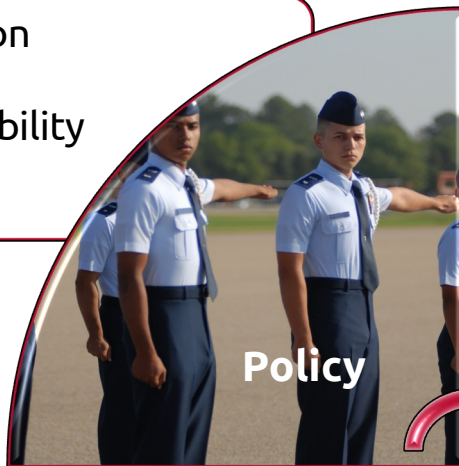


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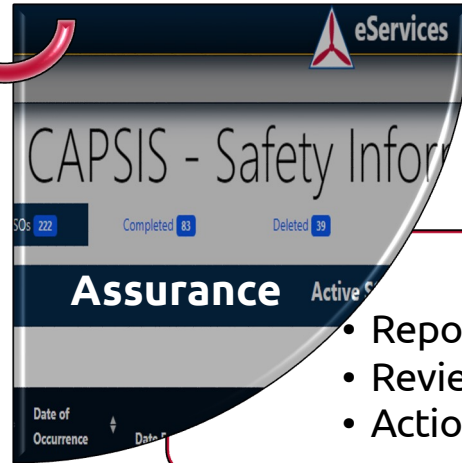


- Regulation
- Roles
- Responsibility



- Hazard ID
- Controls
- Evaluation

The means



- Recognition
- Communications
- Focus areas

- Reporting
- Review
- Action



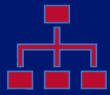


5-Step Risk Management Model





Formal Safety Risk Management



Integrated into planning and real-time



Formal documentation of hazards, controls, and responsibilities



After action reports





Planning

- Who can help compile a list of possible things that could cause injury, illness, or damage?



Deciding

- Who can help with deciding what to put in place to reduce the possibility of these happening?



Communicating

- Who can help get the word to participants about what could cause injury, illness, or damage and what we're putting in place to prevent them?



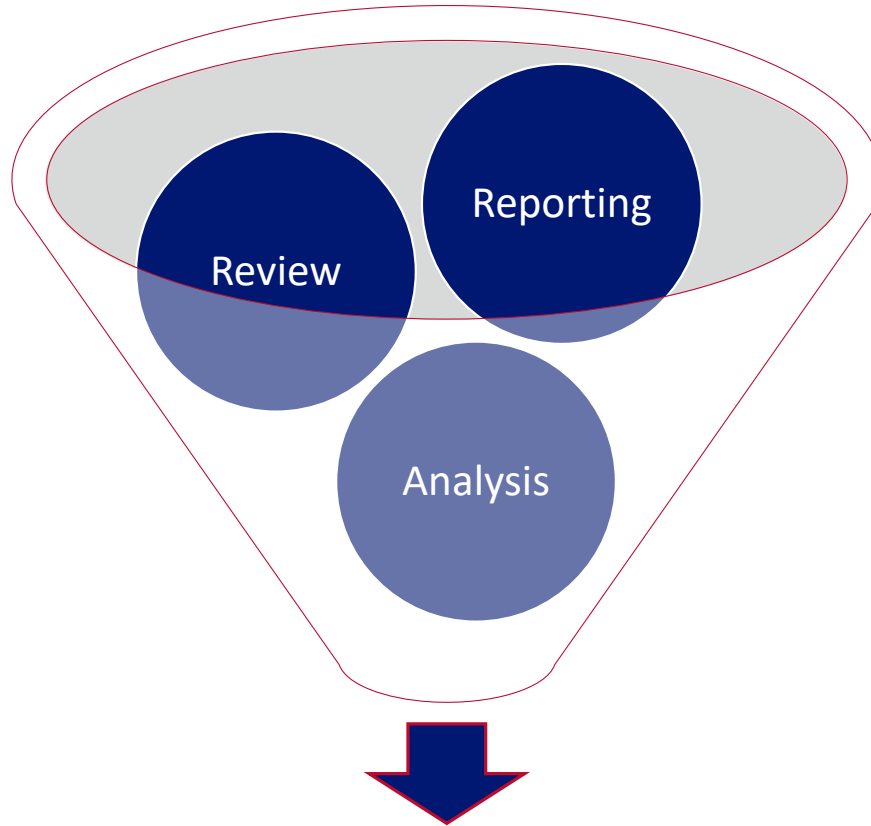
Evaluating

- Who can help make sure things are working as expected and making sure adjustments are made when they aren't?





Safety Assurance



Mitigating Actions





Thank you!

