

# Just Culture Policy



We recognise that a workplace culture of trust and learning relies on uninhibited reporting of all occurrences that compromise or have the potential to compromise the provision of our services or performance of our functions. This approach to reporting allows our people to learn from errors and failures when they are made.



## Our Commitments

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We are committed to providing our services and performing our functions to the highest reasonable standard.

### Sustainment of a Just Culture

We foster a Just Culture throughout Airservices.

### Encouraging reporting

We create an environment that encourages the reporting of occurrences and concerns as a means to improve the systems within which we work.

### Promoting appropriate behaviour

We assist our people to recognise the difference between normal error and behavioural choices that may lead to an increase in risk, and to determine whether it is justified.

### Taking a system view

We work to understand how and why human error occurs and use this information to improve the robustness and resilience of our systems.

### Applying appropriate action

We support those who make errors while doing the right thing, coach those who stray into at-risk behaviour and restrict action to cases where risk has been disregarded.