

European Rail Safety Climate Survey (ERA-SCS)

High Level Results and First Learnings

Grégory Rolina

Porto, 3 November 2021



- Component of the Agency's **safety culture programme**
- Art. 29.2 Directive (EU) 2016/798 on the evaluation of the development of a safety culture
- Safety Culture Assessment Pilot ERA-ICSI @ **NJ** (2019)
- **SIGMA Project @ ADIF** (2020)
- Survey design supported by a task force created under the umbrella of the Agency's **HOF Network**
- Summer 2020: **193 testers** from **20 countries** filled in a survey pilot in English



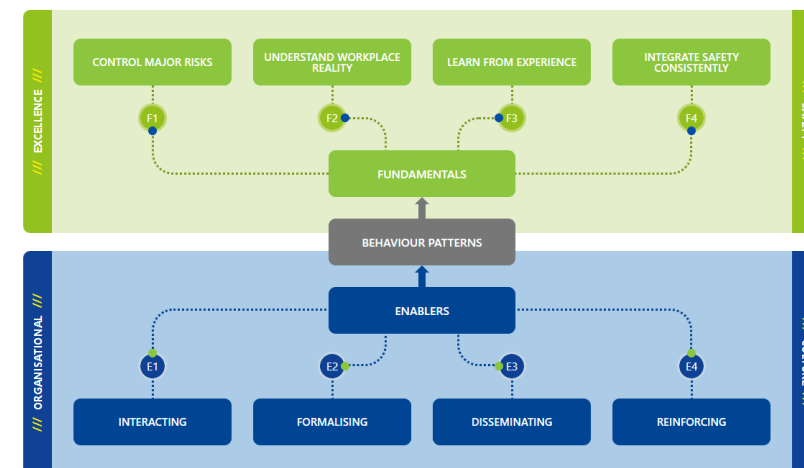
7+1 point Likert scale

- | | | | |
|---|---|--|--|
| <input type="checkbox"/> 1. Completely disagree | <input type="checkbox"/> 2. Strongly disagree | <input type="checkbox"/> 3. Disagree | <input type="checkbox"/> 4. No opinion |
| <input type="checkbox"/> 5. Agree | <input type="checkbox"/> 6. Strongly agree | <input type="checkbox"/> 7. Completely agree | No experience |

- 48 safety statements aligned with the safety culture model
- 1 positive and 1 negative statement addressing each attribute
 - *My management adequately addresses safety during meetings*
 - *My management does NOT lead by example*
- Hosted and supported by EU Survey – in 22 EU languages
- Endorsed by the European Commissioner – deployed in 2021 the **European Year of Rail**
- Open to rail companies and authorities as **partners**: February-June
- Open to rail professionals as **individual respondents**: July-October



ERA-SCS in a Nutshell



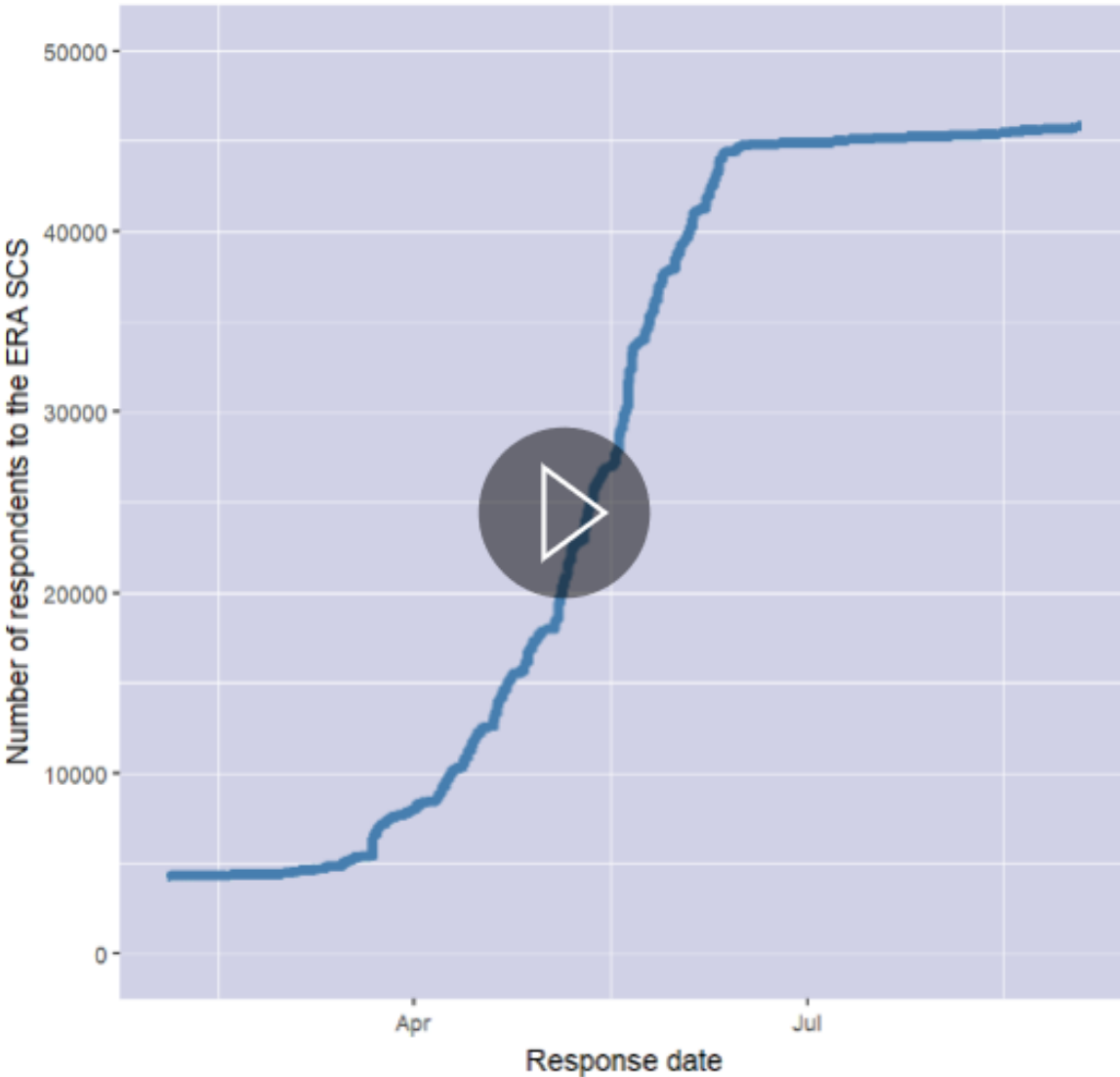
80 partners

100 surveys

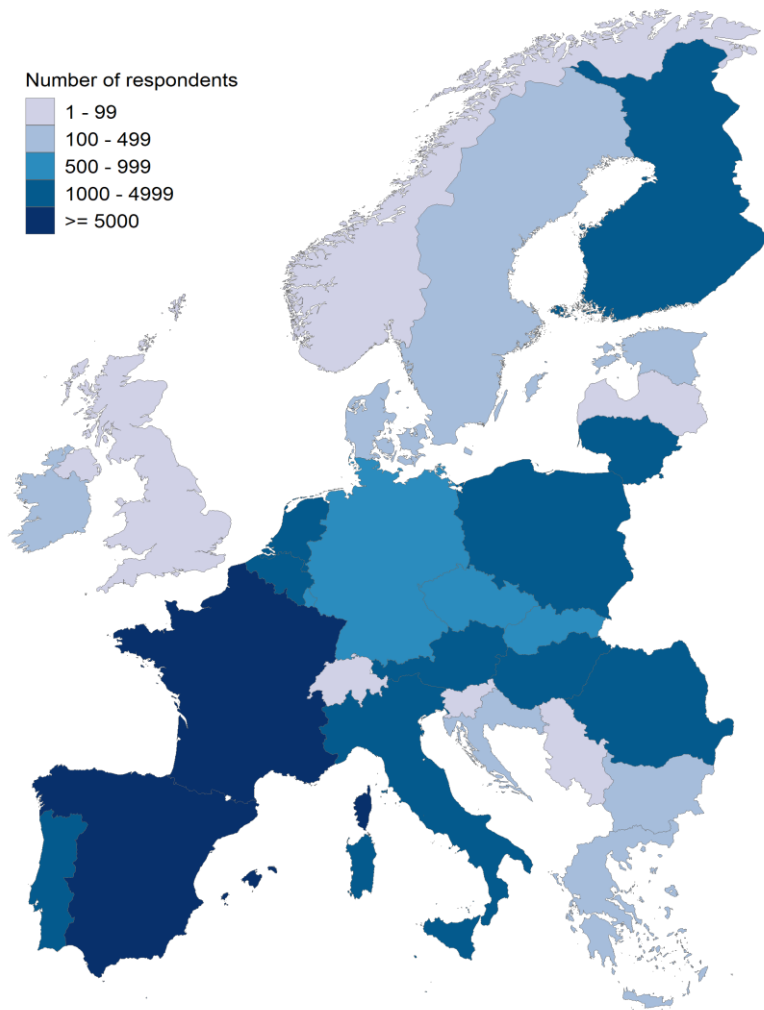
40000 responses

100 reports

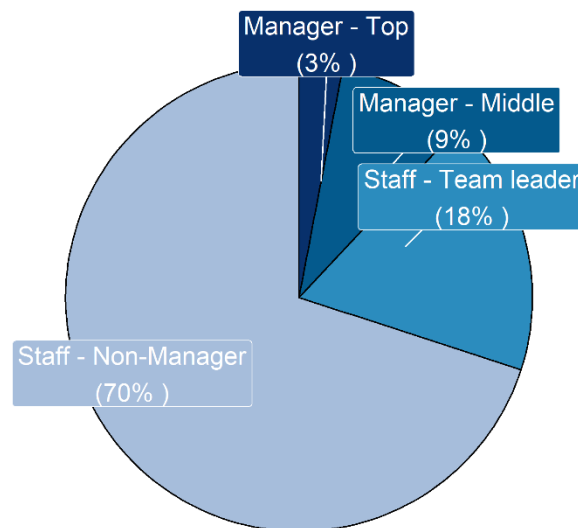
Fruitful Partnerships



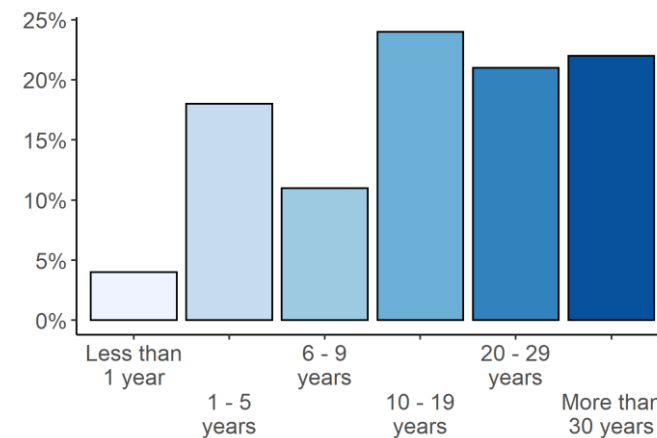
About the Respondents (1/2)



Position in the organisation



Years of experience in railways

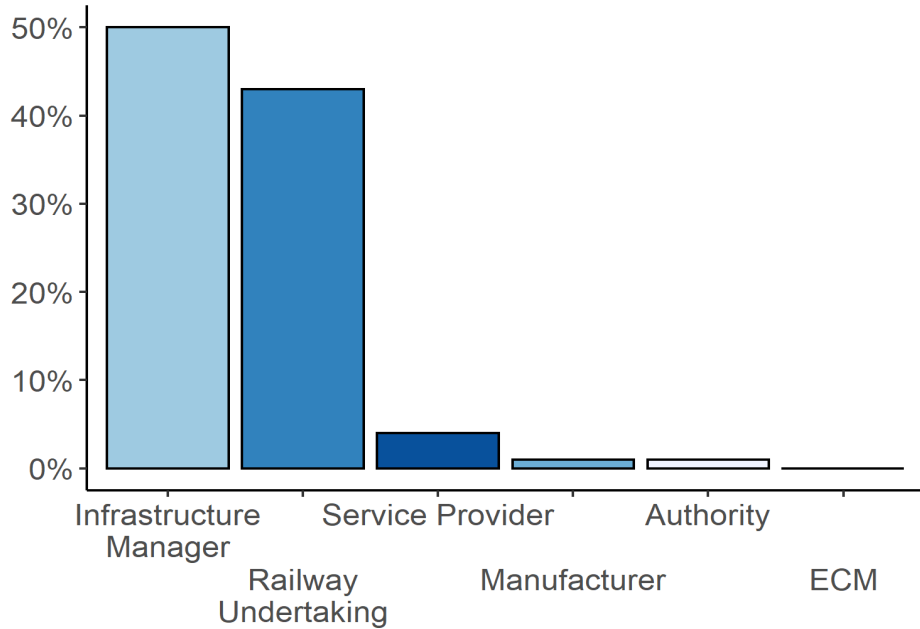


European railways are well covered

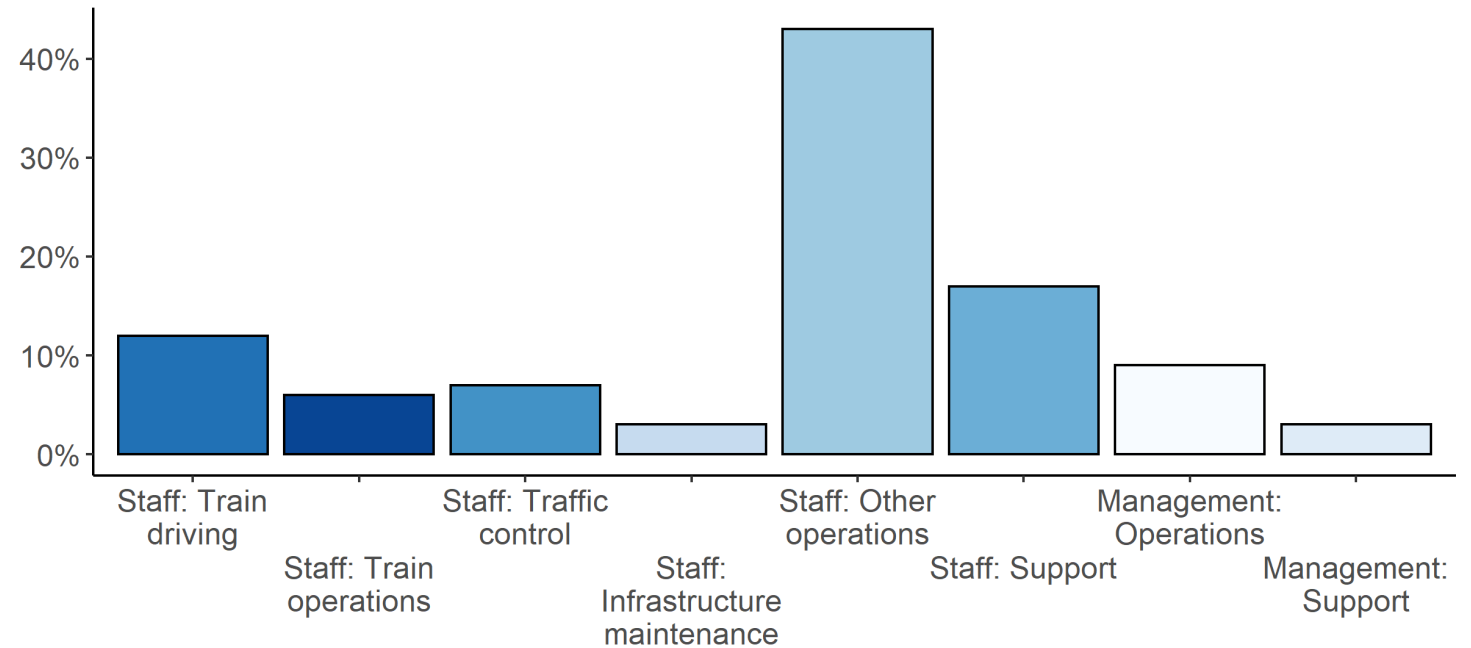
Under-representation of the German sector

About the Respondents (2/2)

Type of organisation



Role in organisation

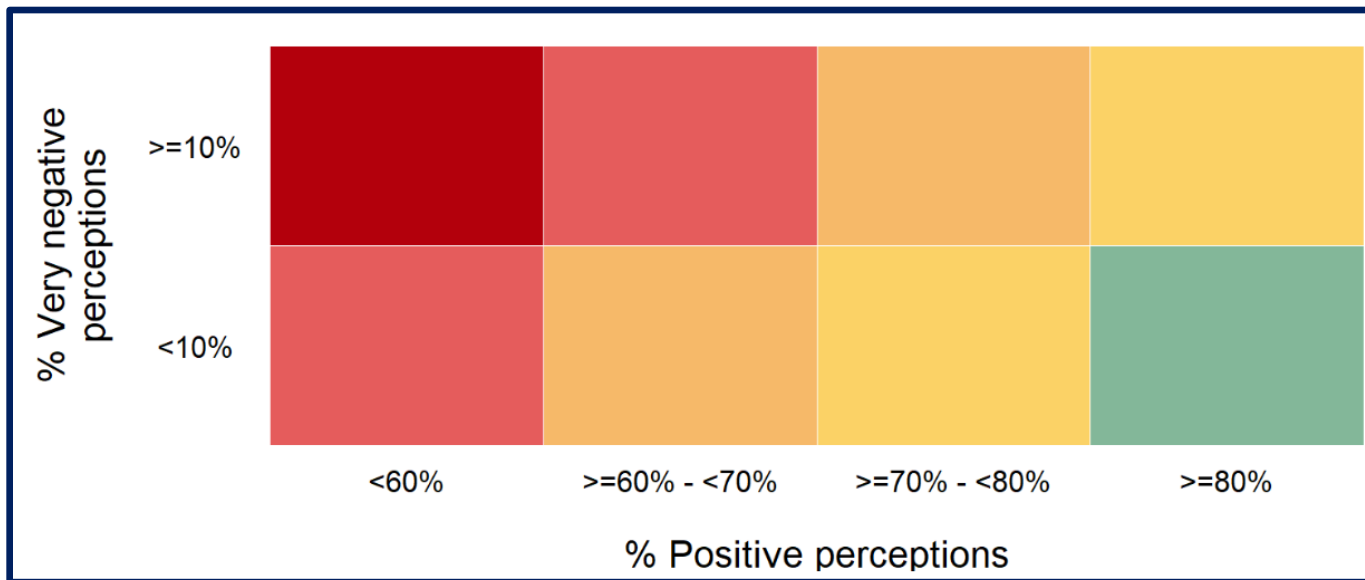
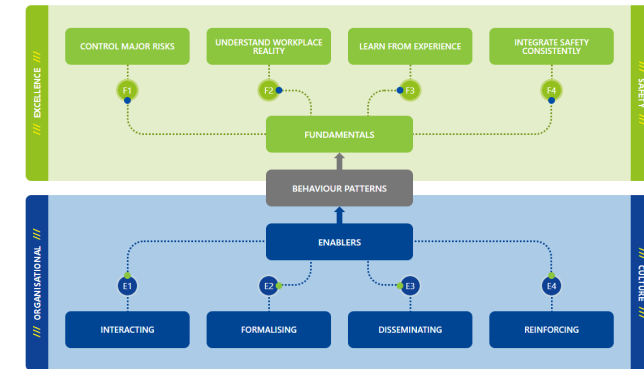


European railways are well covered

Under-representation of the rail manufacturers

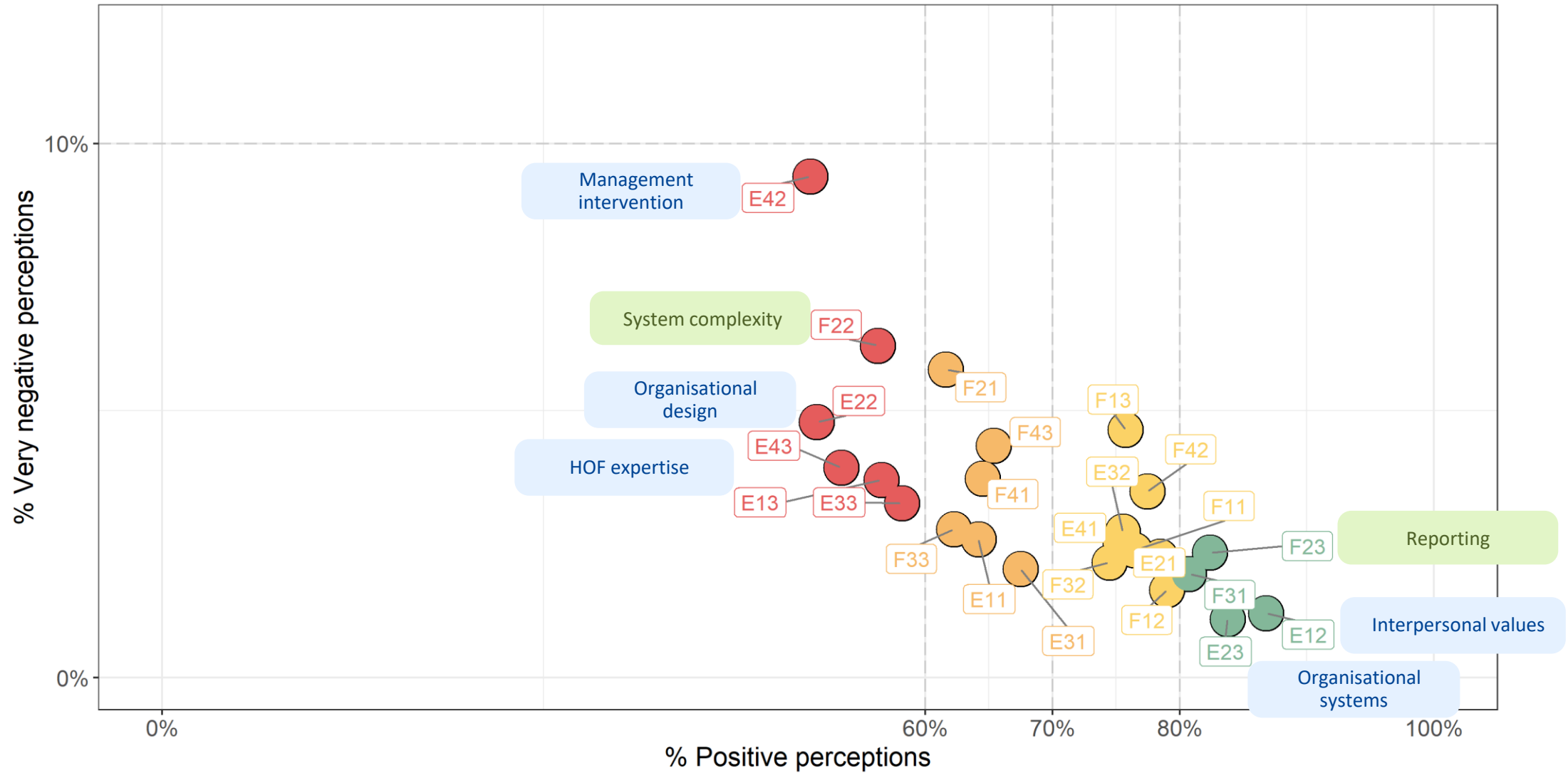
How to Visualise the Results?

- Not at the statement level which would narrow the scope, rather at the **attribute level** to support a cultural change
- Not with a numerical score which would oversimplify the results, rather with a **safety culture colour grid** to identify strengths and weaknesses



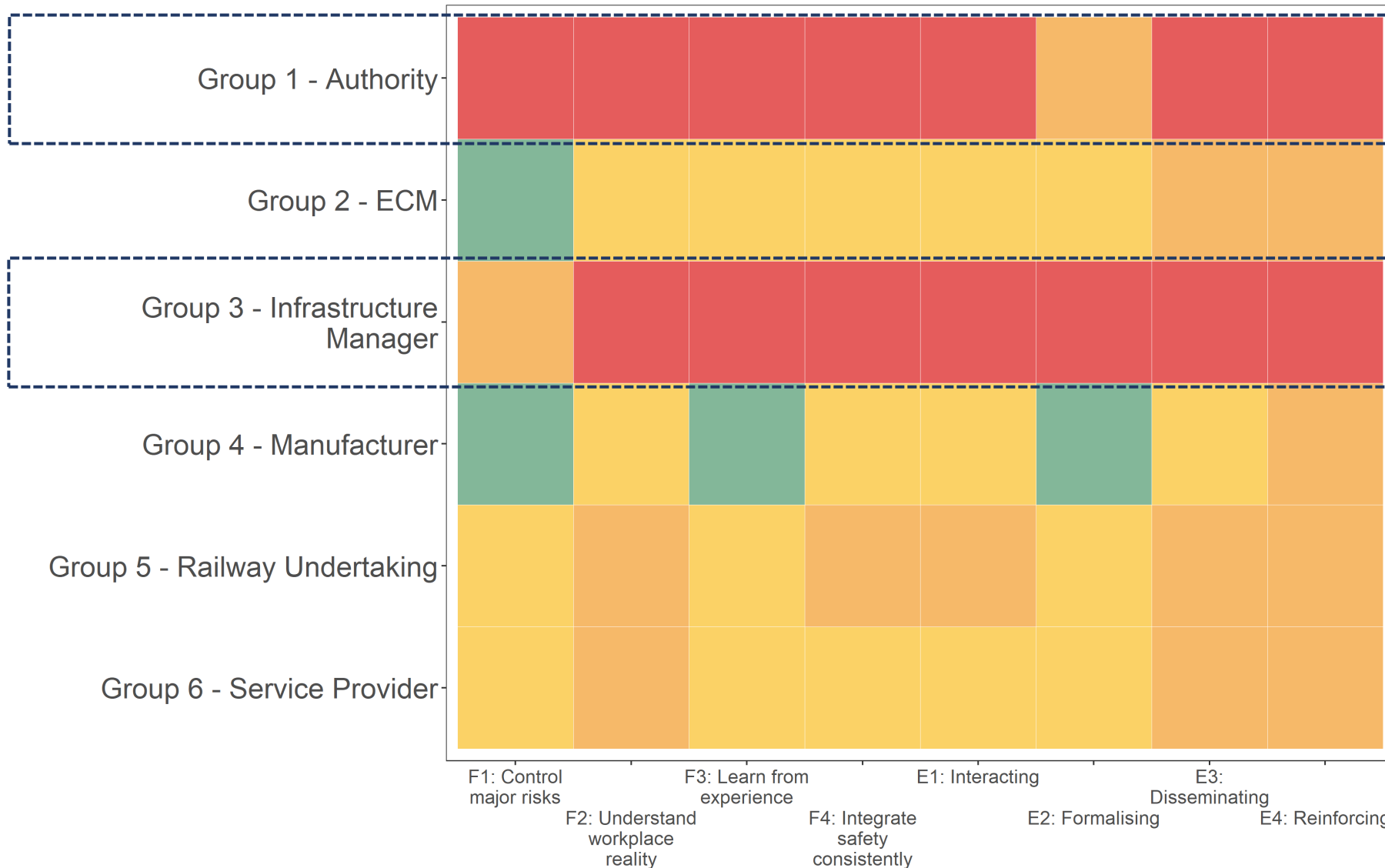
Importance is given to very negative perceptions (i.e. a complete disagreement with a positive safety statement or a complete agreement with a negative statement)





Results by Types of Organisation - Components

Components - Safety perception assessment

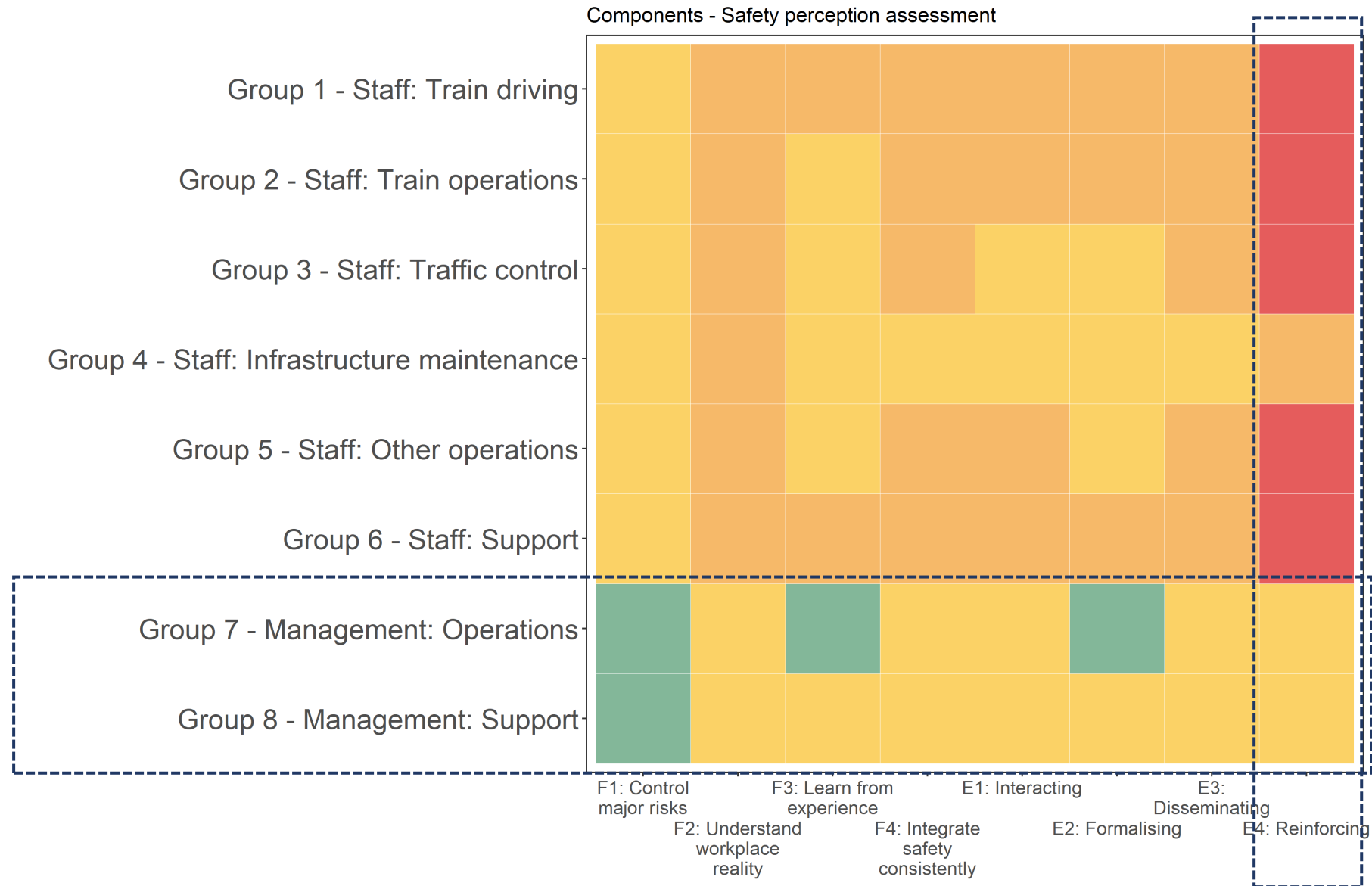


Results by Types of Organisation - Attributes

Attributes - Safety perception assessment

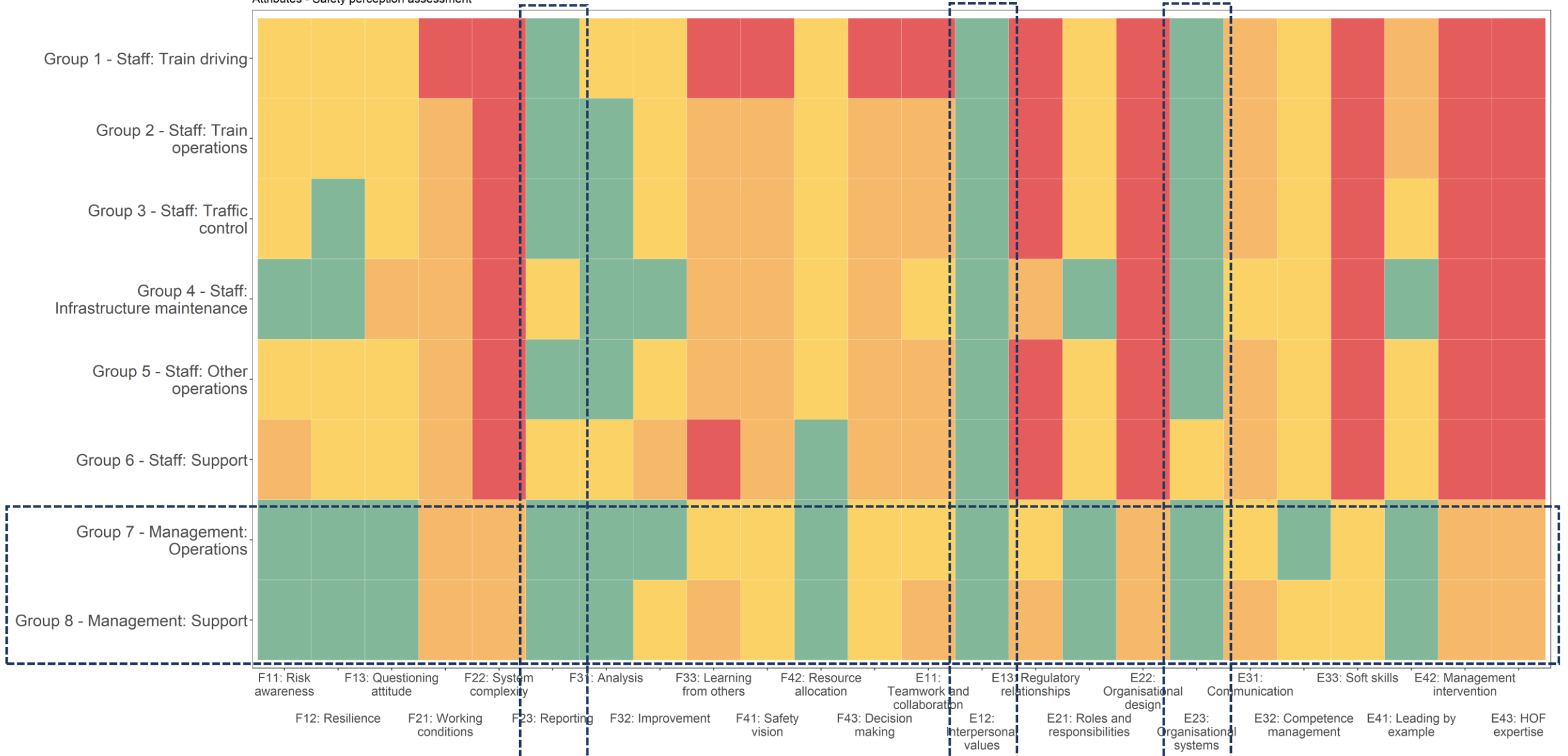


Results by Roles - Components

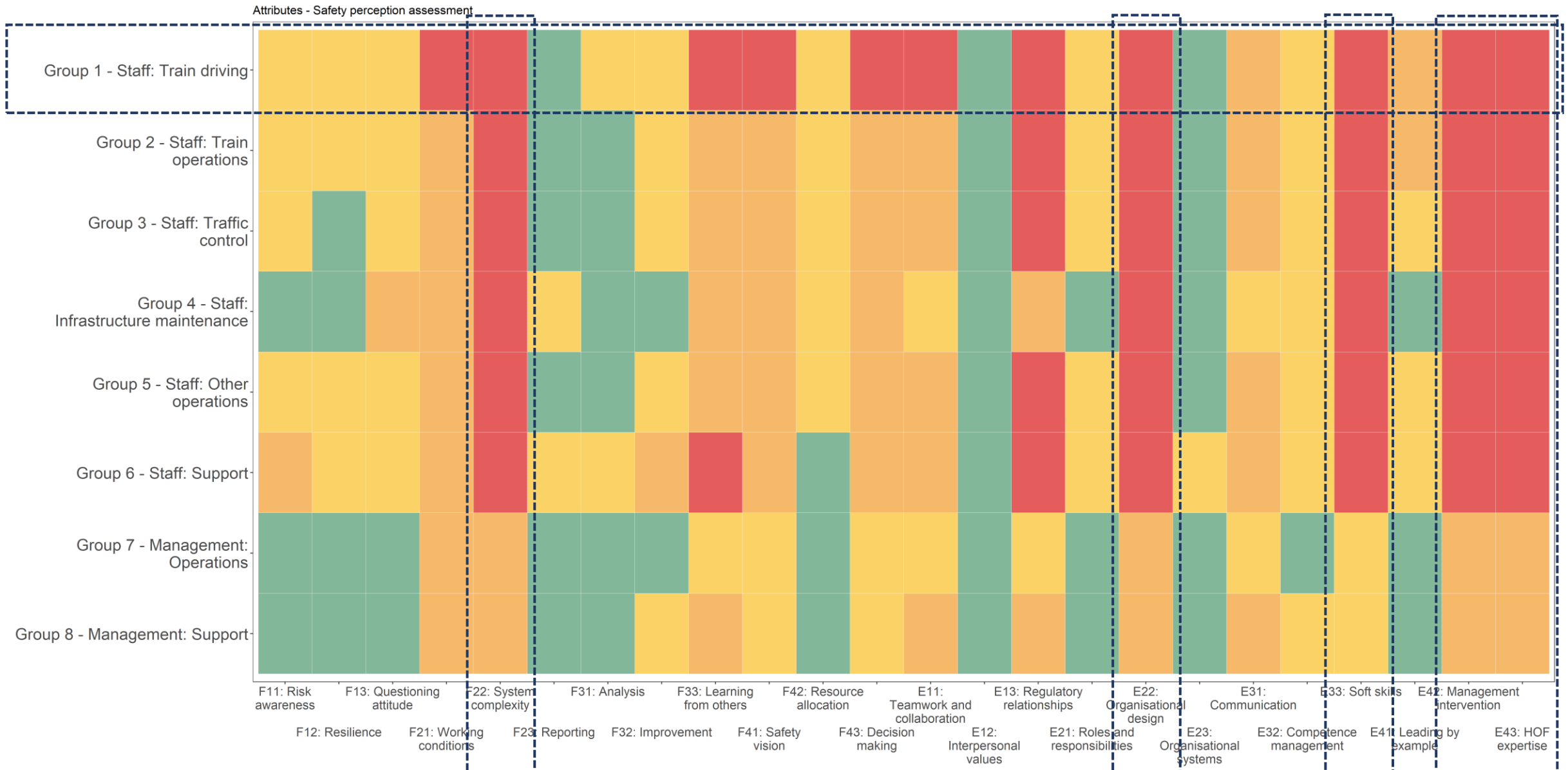


Results by Roles – Attributes (1)

Attributes - Safety perception assessment



Results by Roles – Attributes (2)



MORE POSITIVE PERCEPTIONS

Expressed by

- Professionals working within rail manufacturers
- Managers

Related with

- **E12** Interpersonal values
- **E23** Organisational systems
- **F23** Reporting

MORE NEGATIVE PERCEPTIONS

Expressed by

- Professionals working within authorities and infrastructure managers
- Train drivers

Related with

- **E42** Management intervention
E23 Soft skills
- **E43** Integration of HOF expertise
F22 System complexity
- **E22** Organisational design
E13 Regulatory relationships

Lessons Learned

- European awareness raising and learning initiative for a more inclusive safety
- Two challenging key ingredients
 - Communication
 - Safety leadership
- Results require further analysis
- Results require further data...
- ...as organisational culture is difficult to approach
- Results allow comparison over time
- Benchmarking requires thorough methodology

“A milestone for European Rail Safety”

“We learned a lot about ourselves”

“Communication is an area that can be improved”

“Additional work is to be done”

“Results provide a very good starting point”

“It is only one piece of the puzzle”

“We will run the survey every other year”

“Should I compare our results with others?”



Analyse
and
explore
the survey
results
with a new
Task Force



Conduct
a Safety
Culture
**Peer
Review
Pilot**
(with CER)



Implement
ERA-SCS
as a
service
accessible
upon
request



Develop
training
(safety
leadership,
just
culture,
HOF...)



46 500!