

Croatian Railway Safety Agency
Agencija za sigurnost željezničkog prometa



Safety culture in Croatian Railway Sector

IPA Summit 2019 – 13/14 November 2019, Beograd
Chamber of Commerce and Industry of Serbia

Sigurnost na prvome mjestu!

Safety first!



Scope

- **1. Introduction to the Croatian NSA**
- **2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018**
- **3. Railway Safety Culture Model**
- **4. Challenges in the next period**
- **5. Conclusion – our messages**



1. Introduction to the Croatian NSA

Croatian Railway Safety Agency (CRSA)

National bodies competent for railway safety in Croatia



1- Ministry of the Sea, Transport and Infrastructure

2- Air, Maritime and Railway Traffic Accidents Investigation Agency

1. Introduction to the Croatian NSA

Croatian Railway Safety Agency (CRSA)

- **The Agency is a national body with public authorities**
- **The Agency performs its tasks in accordance with national Safety and interoperability of the railway system act (SIRS) – *Zakon o sigurnosti i interoperabilnosti željezničkog sustava***
- **The Agency is independent in performing its tasks**
- **The Agency is responsible to the Government**

2. Return of NSA-HR's experience after 1st Railway Safety Summit from 10-12 April in Dubrovnik

European Railway Safety Culture Declaration



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European Railway Safety Culture Declaratic



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European Railway Safety Culture Declaration

Together, we can reach our goal for the European Union to be the world leader in
railway safety.



19.3.2018



ERA – Safety Culture understanding

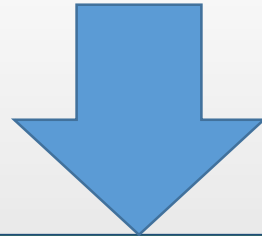
2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018

The European Railway Safety Culture Declaration

United for Railway Safety

This declaration demonstrates the **commitment of leaders and authorities** in the entire European railway sector, to raise **awareness** and **promote a positive safety culture**. A positive safety culture reinforces the effects of a **Safety Management System**, improving the capability and efficiency of safety management.

altered state of mind



altered state of consciousness

Opredjeljenje uprava (vrhovnog menadžmenta) da će promovirati pozitivnu sigurnosnu kulturu čime jačaju učinkovitost svog Sustav upravljanja sigurnošću (SMS) i time postignu bolje rezultate u upravljanju sigurnošću >>>> promjena svijesti >>>> ponašanja.....



2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018

As railway leaders signing this declaration, we agree the following:

- **Safety is a main driver of the efficiency and reliability of railway services (*risk-based approach*)...**
- **Our organisations *will promote safety, reporting and just culture principles* (in contrast to a “blame culture”)...**
- ***Safety is an individual responsibility ...***
- ***Organization are taking the necessary steps to manage risks including those related to the limits of human reliability (where the limits of human reliability combined with unwanted and unpredictable systemic influences may lead to an undesirable outcome)...***



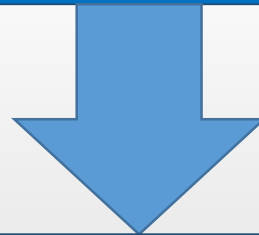
Sigurnost je glavni „kotač zamašnjak”, snažna poluga za postizanje učinkovitosti i pouzdanosti (pristup utemeljen na sigurnosti)...promocija sigurnosti, izvještavanja i principa kulture slobodnog izvještavanja „just culture”...upravljanje rizicima u svim situacijama, uključujući one kada postoje ograničenja zbog ljudske pouzdanosti („ljudski faktor”)



2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018

As railway leaders signing this declaration, we agree the following:

- **Investigation and analysis of occurrences shall address system performance, the conditions and factors that influence work practice rather than on apportioning blame or individual responsibility (except in cases of gross negligence, wilful violations and destructive acts which seriously compromise the level of railway safety)...We must put question: „What went wrong?” rather than “Who caused the problem?”**



*Istrage i analize moraju dati odgovore na sustavne probleme (učenje iz istraga nesreća),...,istražiti uvjete i faktore koji djeluju na našu radnu praksu (i tako poboljšati sigurnost – umanjiti rizike) ali **prioritetno se ne baviti istraživanjima krivaca i individualne odgovornosti...istrage i analize moraju biti usmjerene na pitanje: „Što se desilo?”, umjesto: „Tko je krivac”>>> uspostaviti „slobodu izvještavanja – just culture!”***

2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018

As railway leaders signing this declaration, we agree the following:

- **Positive safety behaviour** and initiatives are to be **captured and shared within and across organisational boundaries** to demonstrate that we value the **continued improvement of safety**.
- **Individuals at all levels in our organisations take part** in actively defining how to continuously develop, promote and regularly assess organisational principles and practices to foster a positive safety culture.



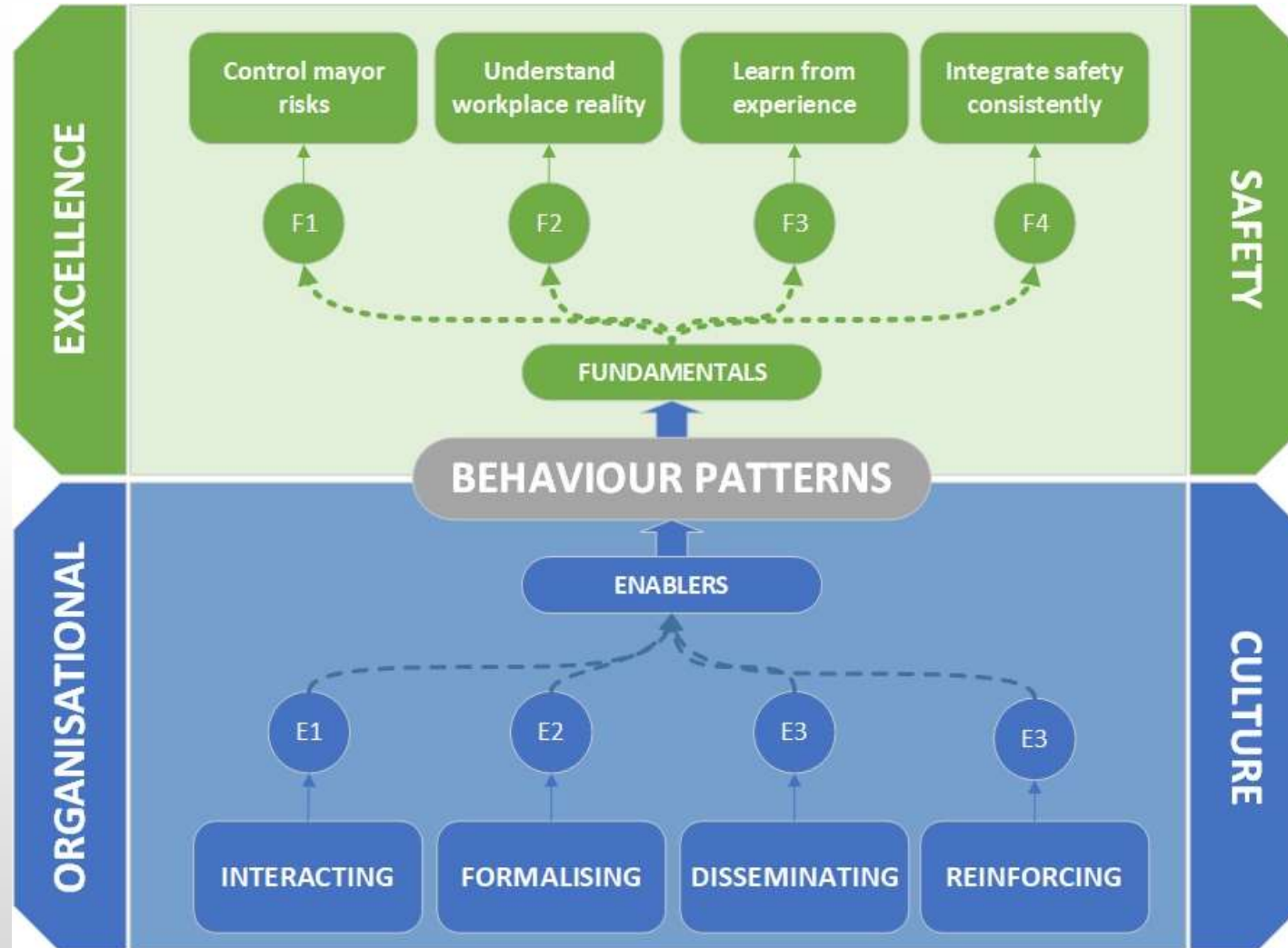
Uspostaviti pozitivne sigurnosne obrasce ponašanja...prihvatiti takav pristup i širiti ga unutar i izvan organizacije (širenje sigurnosne kulture izvan organizacije)...kontinuirano poboljšavati sigurnost...u sigurnosne aspekte i širenje kulture sigurnosti trebaju biti uključeni svi, na svim organizacijskim razinama...to nije sam posao rukovodstva....



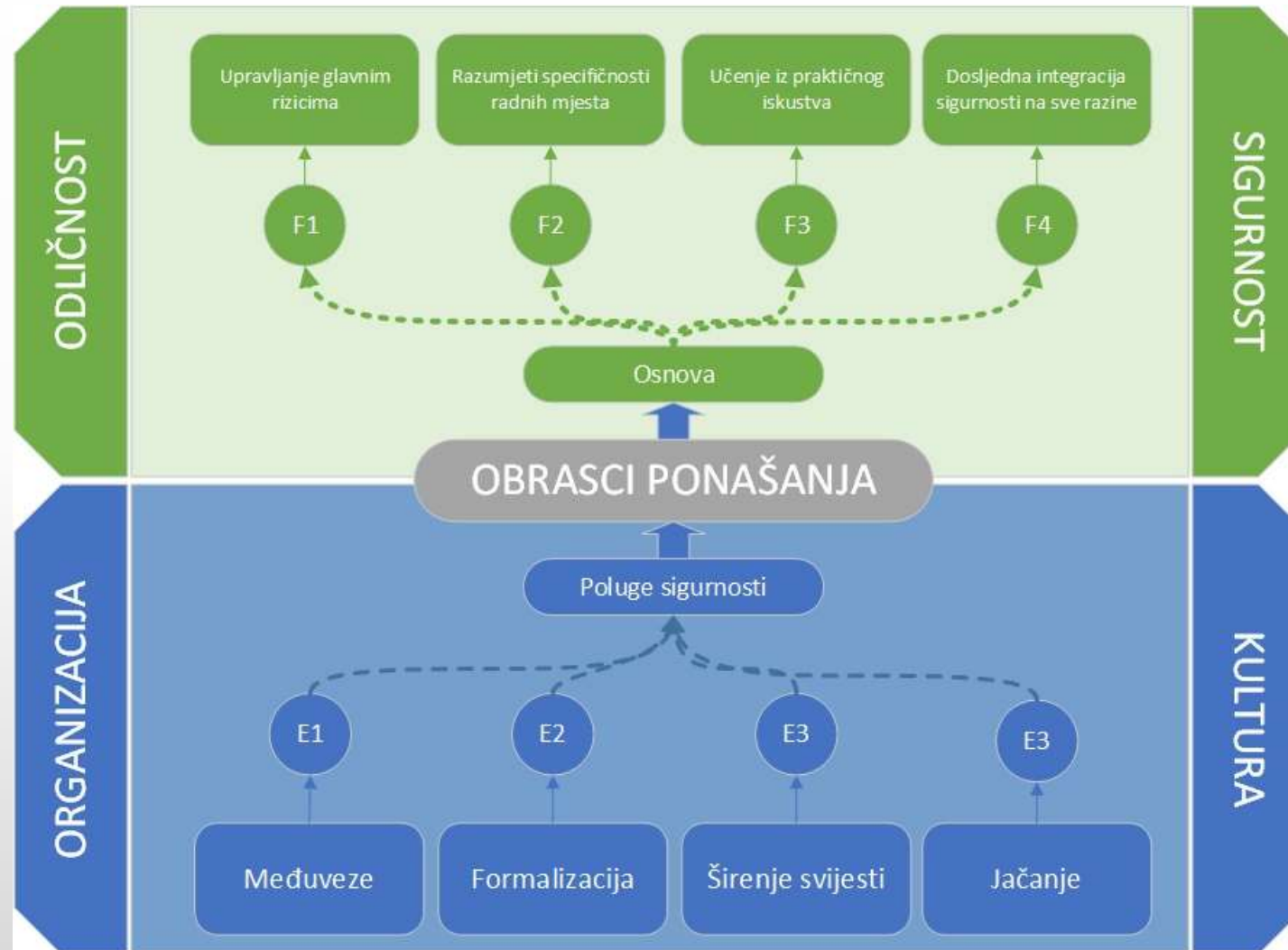
2. Return of NSA-HR's experience after 1st Safety Culture Summit in Dubrovnik, 2018



3. Railway Safety Culture Model



3. Railway Safety Culture Model



4. Challenges in the next period



4th RP



CA



SMS

SSC/VA

Cleaning-up of national safety rules



Transposition of directives into the Safety and Interoperability Railway System Act (Zakon o sigurnosti i interoperabilnosti željezničkog sustava)



5. Conclusion – our messages

1. Create constancy of purpose for improvement of the system
2. Adopt the new philosophy
3. Cease dependence of mass inspection
4. Improve constantly the system
5. Institute training
6. Adopt and institute leadership
7. Break down barriers between staff areas
8. Eliminate numerical quotas and goals
9. Encourage education and self-improvement for everyone
10. Take action to accomplish the transformation....



Croatian Railway Safety Agency (CRSA)



Thank you for your attention!

**Agency Director
Želimir Delač, dipl.ing.el.**

zelimir.delac@asz.hr

