



# Airline safety culture in Europe

#### A pan-European survey study of over 7000 pilots



SAFETY | FUTURE SKY



#### Why this project & survey

- Future Sky Safety (EC funded under Horizon2020)
  Project #5 'Resolving the organisational accident'
- Why is Safety culture so important ?
- Objectives are to:
  - Identify pilot perceptions on organisational safety culture
  - Identify areas for improvement
  - Compare experiences in different organisations and work contexts

# Safety Culture Dimensions





#### \* \* FUTURE SKY \* \* SAFETY

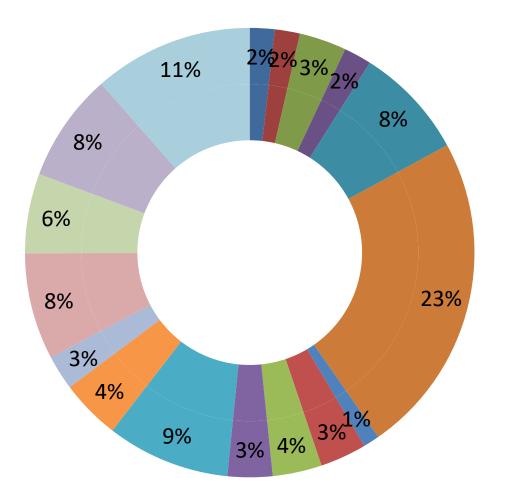
# The Study

- Online survey via ECA & Social media
- Commercial pilots based in Europe
- 7,239 replies (14% of population)
- State of the art statistical analysis
- Strong measures to prevent manipulation
- Not a 'grievance survey'
- Perceptions only



## Responses by Country Base



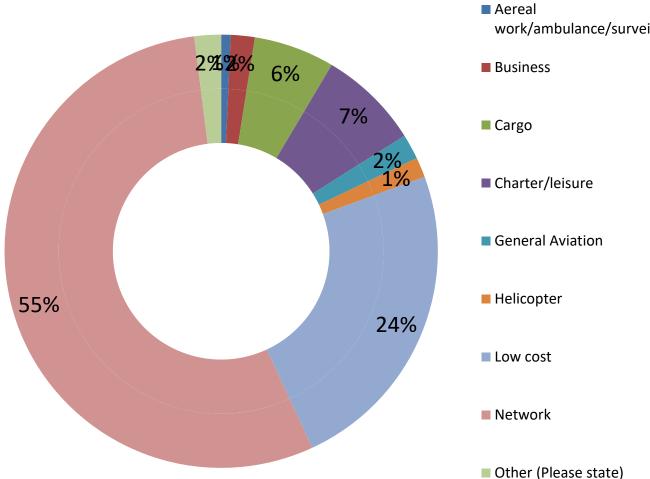


Austria Belgium Denmark Finland France Germany Iceland Ireland Italy Luxembourg Netherlands Norway Portugal Spain Sweden Switzerland United Kingdom

(Nb. Excludes those that make up >1% of sample; Nationality very similar make-up)

## Responses by Company Type

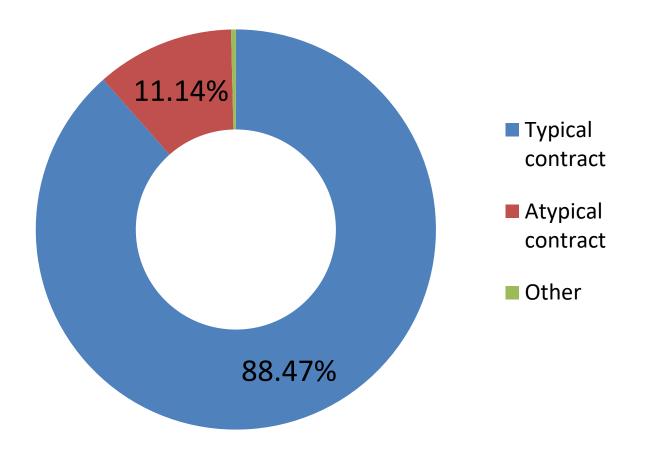




work/ambulance/surveillance

## Responses by Contract Type

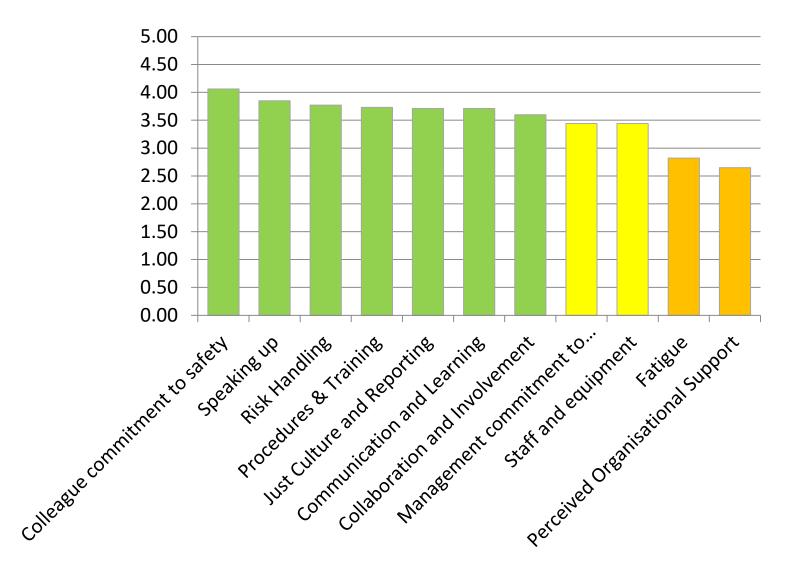




**Typical contract =** Permanent contract **Atypical contract =** Self-employed; Zero-hours, fixed-term, pay-to-fly contracts

## **Overall Results per dimension**





# Resonses to individual items



Unfavourable

Favourable

B01 My colleagues are committed to safety. C10r I have to take risks that make me feel uncomfortable

about safety.

D08 Captains encourage their crew to speak-up if they are concerned with decisions made by the Captain.

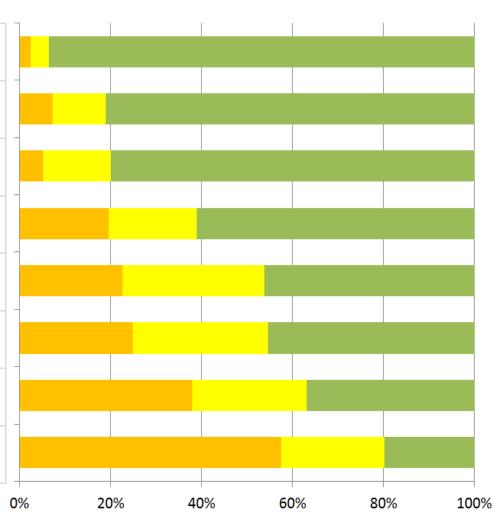
C05 I am satisfied with the level of confidentiality of the reporting and investigation process.

D07 My national aviation authority takes safety seriously.

B12 We get timely feedback on the safety issues we raise.

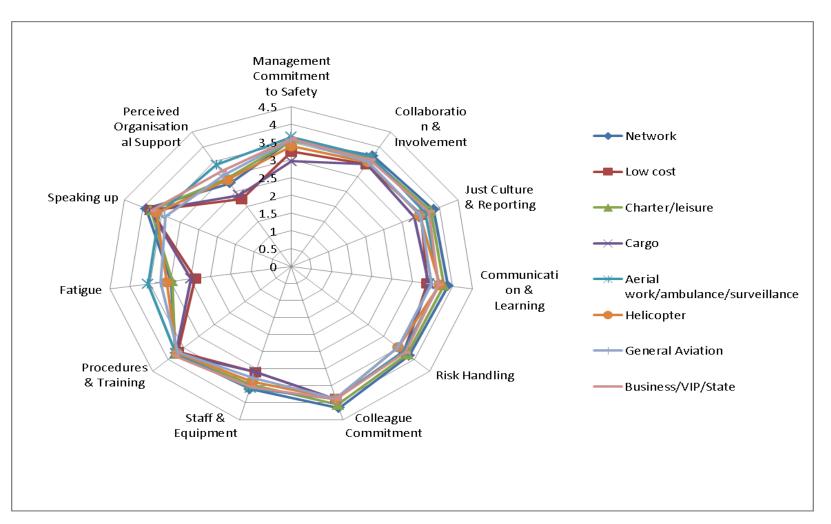
B06 Pilots have a high degree of trust in management with regard to safety.

D01r Pilots in this company are often tired at work.



# By company type



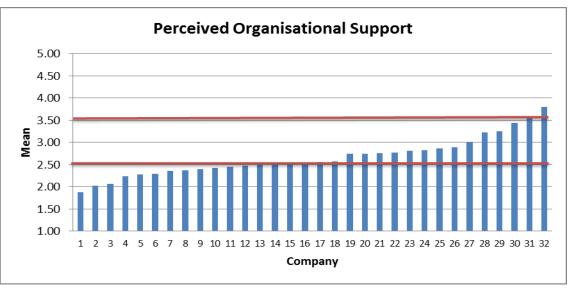


• Lower safety culture ratings amongst pilots at Low Cost & Cargo airlines than other airline types (esp. Network airlines)

#### Company variations







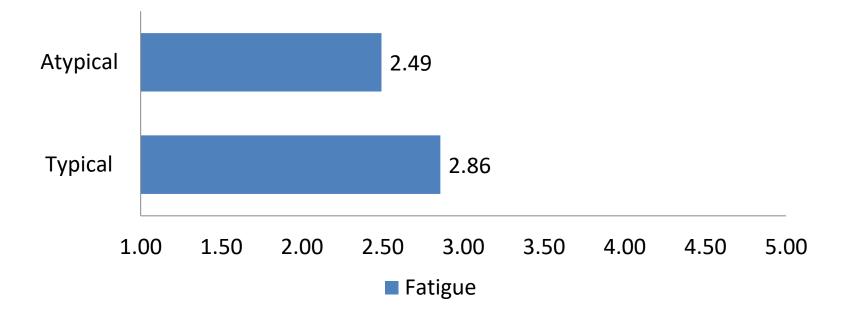
(NB. Excludes companies with >30 responses)

(NB. Company ID varied per graph)

#### Contract Type



• Pilots with atypical contracts view safety culture less positively than those on typical contracts





## Concluding comments

- Overall, the *average* safety culture is good.
- Over 50% of pilots say they are often tired at work and feel their companies do not take fatigue seriously
- Those pilots on unsecure contracts, Cargo and Low Cost airlines generally had poorer perceptions of safety culture
- The study has is representative for the European pilot community and provides excellent insights for the EC, regulators, airlines and pilot associations to take safety initiatives.





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