

## NBAA SAFETY CULTURE SURVEY

For effective safety leadership in a business aviation environment, the entire organization must work together to fully embrace a proactive safety mind-set.

This survey is intended to help you assess organizational values, operations interactions and formal and informal safety indicators in your organization. Responses can be used to help build a positive safety culture within your flight department.

For each statement, think about the current culture, procedures and environment in your flight department and choose the response that best reflects your feelings and experience. There are no right or wrong answers. Bear in mind that your response should indicate how you actually feel, not how you think you should feel. If you do not know how you feel or have not experienced the scenario presented in a particular question, write "N/A" on the comments line for that question.

---

### ORGANIZATIONAL VALUES

#### Trust in Management

- Leadership is actively involved in the safety program and management of risk.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- Safety is always important until we get busy.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- I am comfortable reporting a safety error or violation.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- I am encouraged to report near miss incidents or operational errors.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Safety Leadership

- 5. Management talks a lot about safety but does little to make work safer.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 6. Management is always willing to listen to my ideas for safety improvement.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 7. Management leads by example when it comes to safety.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Safety Fundamentals/Compliance

- 8. The equipment we operate is consistently maintained in safe working condition.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 9. Our company has clearly defined safe operating practices that adequately address the existing risks.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 10. We have a defined system to complete operational risk assessments.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 11. There is a defined process for continuous safety improvement, e.g. a safety committee or team.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 12. We try to exceed regulatory requirements and keep risk as low as reasonably practicable (ALARP).  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## OPERATIONS INTERACTIONS

### Safety Communication

- 13. I receive regular safety related communications that help me work safely.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 14. We talk about errors or incidents as opportunities to learn rather than to place fault or blame.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Recognition / Reinforcement**

- 15. I have received positive feedback for my safe decisions/choices at work.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 16. Saying “no” to diminishing operational safety margins is not viewed negatively.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 17. Operating safety is uniformly recognized as more important than mission accomplishment.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**FORMAL SAFETY INDICATORS**

**Safety Reporting Systems**

- 18. We have an incident/near miss reporting system that is easily accessible that allows both identified and anonymous reporting.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 19. Incident and near miss investigations seek to identify individual, supervisory and organizational causality factors/influences of safety errors and violations.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 20. There is a defined process to distinguish between safety errors and violations.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 21. Effective corrective actions are implemented at the conclusion of an investigation.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Training and Orientation**

- 22. I am adequately trained to safely conduct my job/flights.  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree
- 23. I have received adequate training on the company safety management system (SMS).  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Safety Data

24. We receive useful information regarding our company safety trends/data.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

25. Operational safety audits and inspections are conducted and results are shared with us.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## INFORMAL SAFETY INDICATORS

### Group Norms and Responsibilities

26. If I see someone working/flying in an unsafe manner, I will remind them to work/fly safely.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

27. A priority of the moment is never allowed to supersede our core value of doing a job safely.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

28. If I feel uncomfortable with a situation, I can say "no go" without receiving adverse pressure from others.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Employee Professionalism

29. All employees take pride in doing their jobs in a professional and safe manner.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

30. All employees consistently follow all SOPs, even when the boss is not observing.

- Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Company Designed Questions (31-35)**

31. \_\_\_\_\_  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

32. \_\_\_\_\_  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

33. \_\_\_\_\_  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

34. \_\_\_\_\_  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

35. \_\_\_\_\_  
 Strongly disagree    Disagree    Neither agree nor disagree    Agree    Strongly agree

Comments \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ACCIDENTS AND NEAR MISSES**

Have you had any incidents or near misses that you have not reported in the last 12 months?

None    One    Two    Three    Four or more incidents

**DEMOGRAPHICS**

Length of service in your current position: \_\_\_\_\_

Manager/Supervisor    Non-Managerial

Department: \_\_\_\_\_

Manager/Supervisor    Non-Managerial

Title or position: \_\_\_\_\_

Manager/Supervisor    Non-Managerial

What can our company do to improve safety? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What does our company do well regarding safety? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_