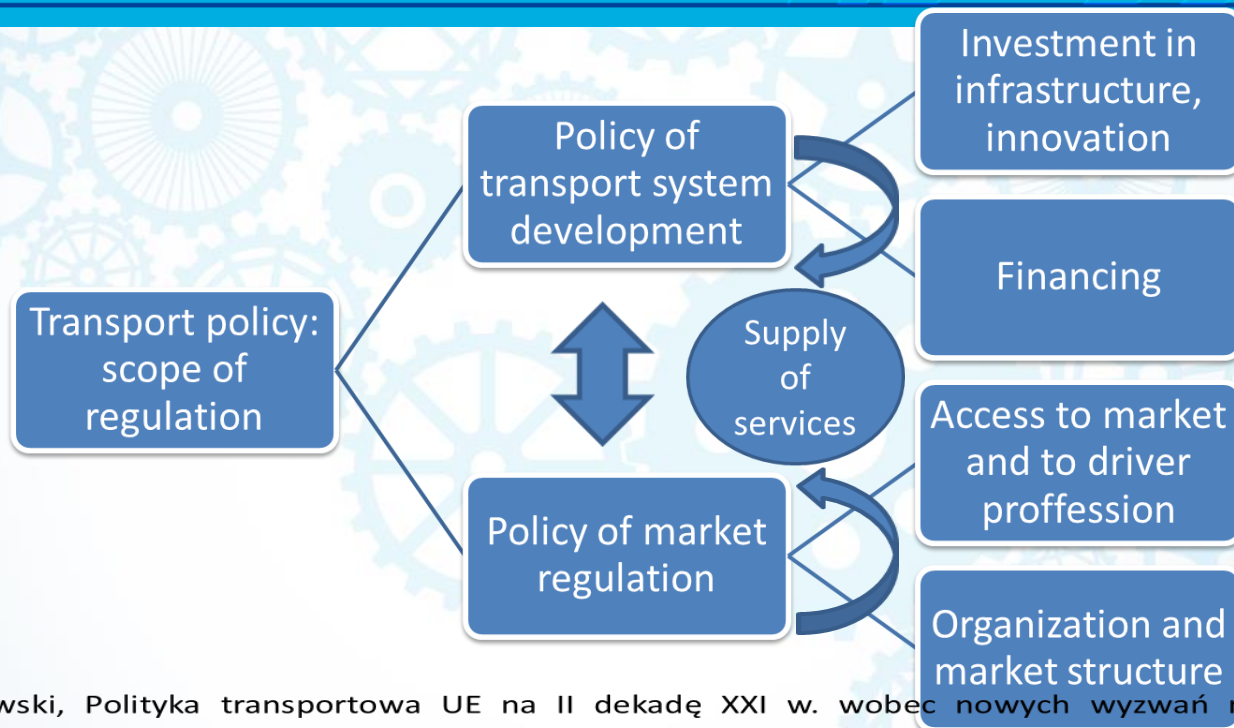




How to develop a culture of compliance and social responsibility among workers, employees and organisations?

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Source: A.S. Grzelakowski, Polityka transportowa UE na II dekadę XXI w. wobec nowych wyzwań rozwoju transportu, „Logistyka” 2010, nr 1, p. 16.

Culture of compliance- new challenge for road transport



State of mind which enables doing the right things in the right way.



Culture of compliance must be rooted in everyday life.

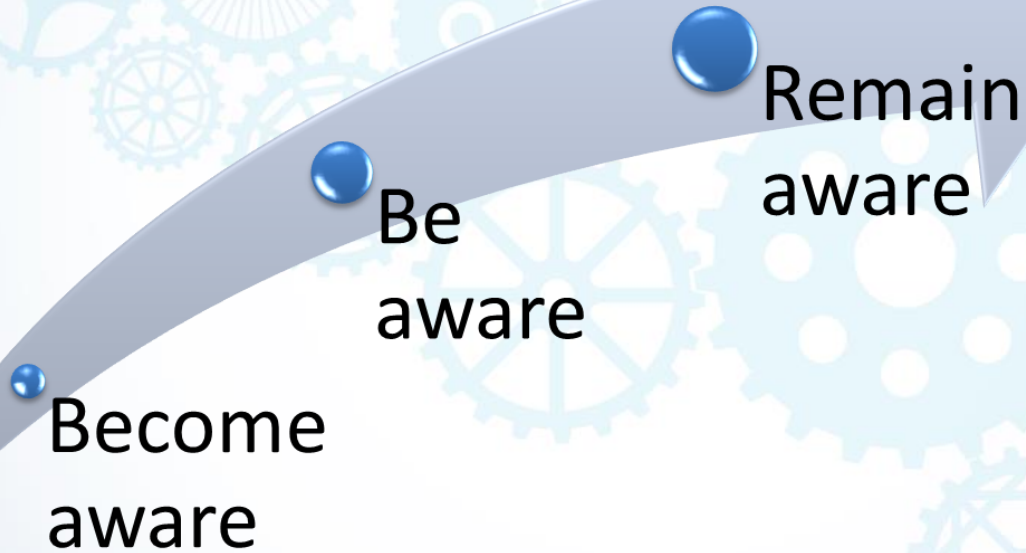


Key word „in control”.



Key word „behaviour”

Raising of awareness on culture of compliance



1. Mechanisms of detecting risks;
2. Prevention procedures;
3. Response measures.

Attributes of a culture of compliance



Established by top management.

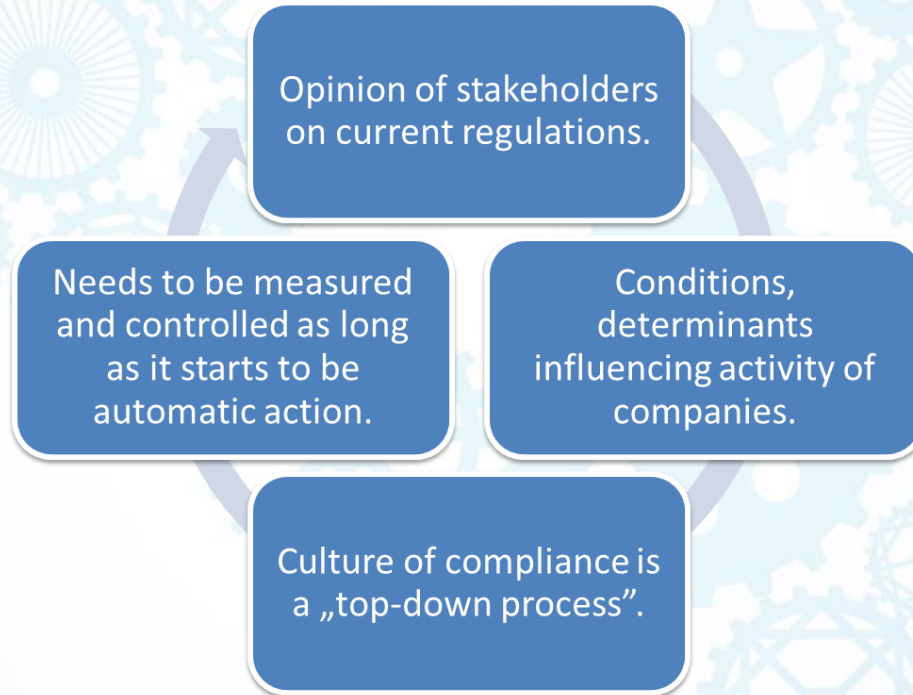
Characterized by senior management example.

Embedded in actions such as education.

Reinforced by incentives systems.

Inseparable from the organization's structure, processes and management style.

What should be taken into account in promoting culture of compliance?



Good practice: Transit Cooperative Research Program

- In US: Transit Cooperative Research Program.
- Improving Safety-Related Rules Compliance in the Public Transportation Industry was developed as a resource for improving safety-related rule compliance in the public transportation industry.
- Elements of a safety-related rules compliance program consisted of:
 - ✓ Screening and Selecting Employees
 - ✓ Training and Testing
 - ✓ Communication
 - ✓ Monitoring Rules Compliance
 - ✓ Responding to Noncompliance
 - ✓ Safety Management



Good practice: Aviation industry (U.S)

Program Characteristic	Industry Practices
Initial rules communication	<ul style="list-style-type: none">• Classroom presentations• Computer-assisted training
Communicating new rules	<ul style="list-style-type: none">• Through computer-based files indicating information has been read• Memorandums with copies that must be signed/initialed and returned
Validating rules comprehension	<ul style="list-style-type: none">• Written or computer-based testing• Recurrent classroom training• Recurrent simulator training• Operational line checks
Monitoring adherence	<ul style="list-style-type: none">• Voluntary Safety Reporting Systems• Operational Flight Monitoring Systems• Operational error and pilot deviations and reports• FAA violations
Responding to noncompliance	<ul style="list-style-type: none">• Dependent on level of deviation/violation and current labor agreement• Informal conference with supervisor• Formal investigation within company• Formal investigation with FAA
Encouraging compliance	<ul style="list-style-type: none">• Voluntary safety programs• Crew Resource Management• Top-down safety culture• Emphasizing the causes of safety issues rather than an emphasis on disciplinary action
Evaluating program effectiveness	<ul style="list-style-type: none">• Decrease in incidents/accidents• Analysis of voluntary safety reports• Benchmarking with other airlines• Input from the FAA• Line operational safety audits
Safety reporting mechanisms	<ul style="list-style-type: none">• Safety hot lines• Aviation Safety Reporting System• Aviation Safety Action Program• Other company reporting systems

Source: TCRP, Improving Safety-Related Rules Compliance in the Public Transportation Industry, p. 73.



Union Pacific Railroad and Brotherhood of Maintenance of Way Employees Division (BMWED)

- Pilot program designed to encourage employees to report rules violations and personal injuries without fear of reprisal from UP.
- Two elements of program: the Safety Analysis Process (SAP), Close Call Reporting.
- To achieve significant change the project covers 25% of BMWED) employees.

Summary

Possible actions to be taken to promote a culture of compliance in road transport:

- Diagnosis. Very important role of member states to clarify the internal regulations.
- Pilotage programme (actions on EU level+ member states level): consisting of educational aspects and proposition of measures in the areas of social issues.
- Long term actions.

Thank you for attention!