



Country Specific Safety Culture Forum in Finland (Process and Preliminary Outcomes from STUK's Perspective)

KYT Overall Safety seminar

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1

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Country Specific Safety Culture Forum

- Fukushima accident → need and interest to examine the characteristics of national culture(s) and their potential relations to safety culture
- CSSCF in Finland? Why?
 - To facilitate a 'shared and safe space' to reflect and discuss the attributes of national culture that may have significance to safety culture
 - To spark and facilitate safety culture related discussion, reflection and development actions among participant organizations
 - To address the relation between the national culture and the safety culture (e.g. of an individual organization)
- NEA and WANO piloted CSSC forum in Sweden (2018)

CSSCF Finland – the process

Initial planning

- NEA, WANO and STUK
- Project planning (summer and early autumn 2018)
- 'Lessons learned from Sweden'

Data capturing

- Theme discussions & group interviews (Fennovoima, Fortum, Posiva, STUK, TVO)
- Interviews (senior management)
- Autumn 2018

Scenario work

- Role play development and 'localization' of the scenario
- Winter 2018-19

Forum

- A 2-day forum in Helsinki (3/2019)
- ~80 participants, (& facilitators, note takers, international guests)
- Role playing, reflection, vivid discussions and team work

Analysis and final report

- Analysis of the background material (interviews etc.) and the discussions & outcomes of the forum
- Final report
- Report will be published in 2019



The core attributes of Finnish culture affecting safety culture*

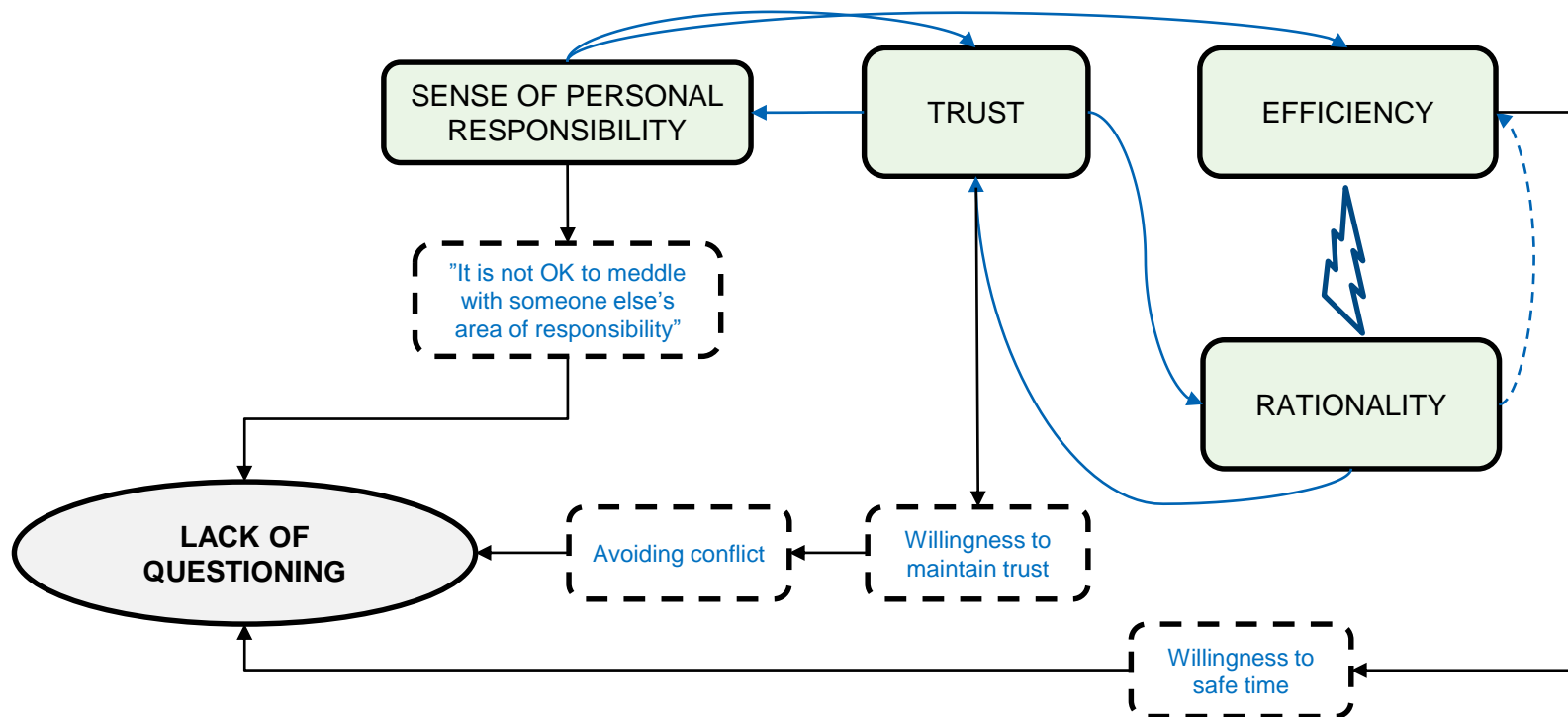
- Trust / Trustworthiness
 - Feeling and 'experience based knowledge' that we have no need to suspect or specifically ensure others' motives, aims or abilities
- Rationality
 - Rational actions are valued; based on research and facts – and actions are well-considered and argued
- Effectiveness
 - Active, 'bustling and hustling', productive, solution oriented, quickness and straightforwardness are valued
- Personal responsibility
 - Commitment for taking care of 'one's own business'



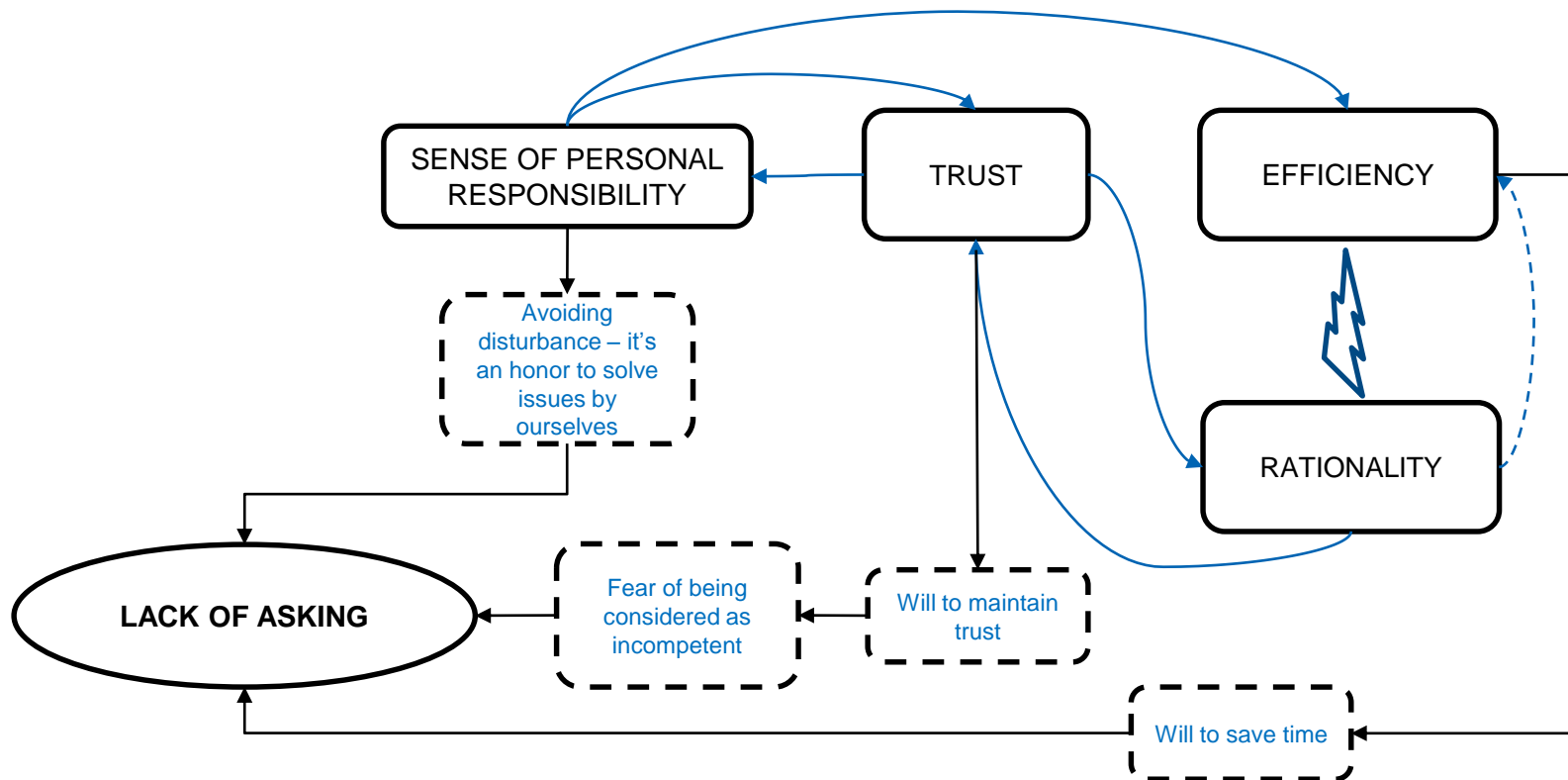
Potential blind spots related to the Finnish cultural attributes (from the safety perspective)

- 1) LACK OF QUESTIONING
- 2) LACK OF ASKING
- 3) INADEQUATE COMMUNICATION ABOUT THE RATIONALE OF DECISIONS
- 4) PROBLEM OF THE GRAY AREA
- 5) CLIQUES (SMALL GROUPS) WHERE THE TRUTH AND FACTS BECOME DISTORTED
- 6) 'BLUE-EYEDNESS'
- 7) EXCESSIVE TRUST IN 'WELL-KNOWN EXPERTS'
- 8) WEAKLY ARGUMENTED SAFETY CONCERNS MAY BE OVERLOOKED
- 9) MANIPULATION THROUGH TRUST
- 10) SLOWNESS TO REACT WHEN DEALING WITH SAFETY CONCERNS
- 11) INABILITY TO MAKE DECISIONS (IF INSUFFICIENT FACTS)
- 12) INABILITY TO ACT BASED ON VAGUE SAFETY CONCERNS
- 13) WASTE OF RESOURCES FOR SEEKING EXCESSIVE CERTAINTY
- 14) INADEQUATE COMMUNICATION CONCERNING UNCERTAINTIES AND RISKS
- 15) DIFFICULTY TO RECEIVE EXTERNAL FEEDBACK
- 16) EXCESSIVE PERSEVERANCE AND WORK OVERLOAD

Example of further analysis in STUK (1. Lack of Questioning)



Example of further analysis in STUK (2. Lack of Asking)



Final report by NEA

- The final report of the Country Specific Safety Culture Forum in Finland will be published soon by NEA
 - Finalization of the report is underway
 - Stay tuned!
(e.g. follow STUK on social media and stuk.fi for updates)



Questions?



Thank you!

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