



# IRSC 2022

INTERNATIONAL RAILWAY  
SAFETY COUNCIL

SEVILLA, OCTOBER 16-21, 2022

**.italo**  
Nuovo Trasporto Viaggiatori



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H&S Manager - ITALO



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# ITALO SAFETY CULTURE ASSESSMENT



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# CHAPTER 1

## ITALO – ABOUT US



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# ITALO – Nuovo Trasporto Viaggiatori

First, private high-speed operator in EU, Italo took benefit of the liberalisation of the Italian passengers rail services to raise rail transport quality standards

## Employees

**+1.350 employees (+1.100 operating staff)**

- Average age: 32 years old
- 95% qualified by Italo

## Network

**116 daily services**

- 49 cities & 56 stations
- +29 mln trains\*km/year scheduled

## Numbers

**+20 million passengers in 2019**

- ~39% market share
- 70% average load factor

## Fleet

**51 High Speed trains**

- 25 AGV rolling stocks
- 26 EVO trains



# CHAPTER 2

## ERA-SCS AND WSC SURVEYS



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# EUROPEAN RAIL SAFETY CLIMATE SURVEY (ERA-SCS)

## STRENGTHS:

- ✓ Ability to identify risks **proactively**;
- ✓ **Understanding of the complexity of the railway context**;
- ✓ **Monitoring of Safety indicators**;
- ✓ Ability to **learn from worker feedback** on Safety audits;
- ✓ Attention to **high levels of Safety** compared to the business;
- ✓ Distribution of roles, tasks, responsibilities, procedures and rules **in line with Safety vision** and policies;
- ✓ **Effective communication of Safety rules and procedures.**

## IMPROVEMENT POINTS:

- ✓ **Teamwork, collaboration** and information exchange;
- ✓ Development of **management actions** geared towards achieving Safety targets.



## Survey Results



805 RESPONDENTS

59% WORKFORCE





# WORK- RELATED STRESS ASSESSMENT

## RISK FACTORS:

- Conflict in the relationship between managers and workers on the management of daily operations;
- Overlapping of new commercial services with safety procedures;
- Perception of high workload and to be understaffed;
- Low participation in corporate decisions;
- Business changes not clear.

## PROTECTIVE FACTORS:

- Awareness of their role and sense of belonging to Italo;
- Importance of their work, responsibility;
- Support and solidarity among colleagues;
- Absence of vexatious or violent dynamics;
- Hope for change in the future;
- Safety at work as value.



## FOCUS GROUP (FG)

200 ITALO'S EMPLOYEES:

7 TOP MANAGER

2 FG TO THE MIDDLE  
MANAGER

23 FG TO A SAMPLE OF  
WORKERS



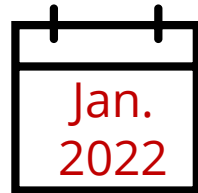
# CHAPTER 3

## ACTIONS AFTER THE SURVEYS

# COMMUNICATION OF THE RESULTS AND ACTIONS



Discussion with the Workers' Health and Safety Representatives (RLS)



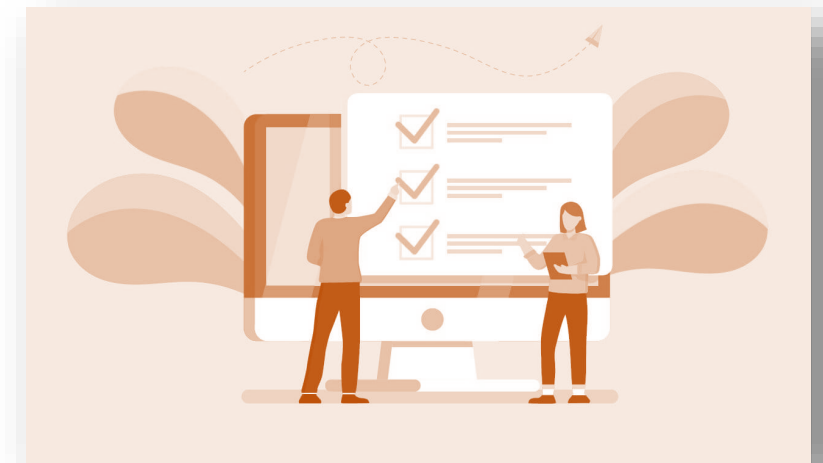
Communication of the survey results to Italo employees



World Cafè Methodology

Operations;  
Stations;  
Staff.

**60 Top & Middle  
Manager**



TOP MANAGEMENT COMMITMENT

# WORLD CAFÈ - ASPECTS EXPLORED



The **World Cafè** is a method which makes use of an informal cafè setting for participants to explore specific issues by discussing them in small table groups.

Discussion is held in multiple rounds of 20-30 minutes, with the cafè ambiance intended to allow for more relaxed and open conversations to take place.



INTERACTION & REINFORCING

# MANAGERIAL GYM

Jun. - Oct. 2022

40 Top & Middle  
Manager &  
Operational Staff

Application of  
Management Skills



WORKING FOR TASK/TOWARDS GOALS

# CHAPTER 4

## CONCLUSIONS

# CONCLUSIONS

## Objectives

- Improve Safety culture through a motivational change
- Achieve a change in managerial skills

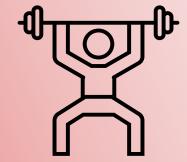
COMPETENCE

HUMAN RESOURCES

DEAL WITH CHANGES



**New  
Climate  
Survey in  
2024**



**Develop  
Safety  
Leadership,  
Just  
Culture,  
HOF**



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