

HUMAN FACTORS

TRAINING & COMPETENCY



ARE YOU AWARE OF THE TRAINING AND COMPETENCY REQUIREMENTS?



ARE YOU READY TO BE VULNERABLE? ARE YOU COMFORTABLE TO SPEAK UP AND TELL OTHERS ABOUT AREAS WHERE YOU ARE NOT YET COMPETENT?



ARE THERE AREAS WHERE YOU MAY BE OVERCONFIDENT, PERHAPS BECAUSE OF YOUR PREVIOUS SKILLS EXPERIENCE?

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Consider:



Do you set and expect minimum competency requirements of your teams?

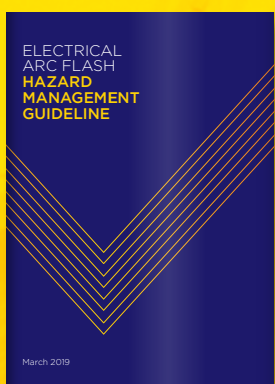


Do you discuss and address human factor risk in people when you see/hear of them?

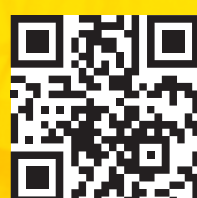


Do you match appropriately trained and competent people to the risk of the task?

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HUMAN FACTORS

ERRORS, LAPSES & MISTAKES



DO YOU KNOW WHAT GOOD LOOKS LIKE?



HAVE YOU THOUGHT THROUGH THE
CONSEQUENCES OF MAKING THAT ERROR?



WHAT CAN YOU DO TO AVOID ERRORS MISTAKES OR LAPSES?

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Consider:



Are you taking the lead in verification activities?



Are you determined about the stop
think and observational process?

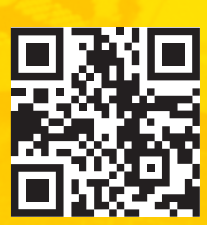
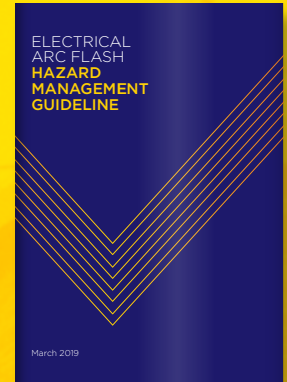


Do you role model quality principles?

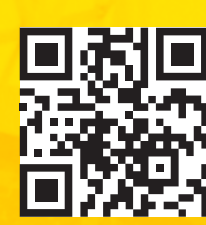


Do you aim to have a good working
relationship with your team so that
they identify errors and learn from them?

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COMPLACENCY



ARE YOU WAY TOO COMFORTABLE WITH THE HAZARD?



ARE YOU WAY TOO COMFORTABLE WITH YOUR TEAMWORK OR ORGANIZATIONAL PROCEDURES?



ARE YOU OPERATING ON AUTOPILOT?

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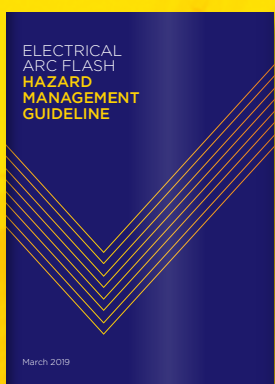
Consider

Do you regularly rotate supervisors, team leaders and workers or challenge the effects of complacency at work?

Do you try to refresh worker awareness or basics levels?

Do you learn lessons from others (just because it didn't happen to you didn't mean it didn't happen)?

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TIME PRESSURE



ARE YOUR PRODUCTIVITY TARGETS REALISTIC?



ARE THERE ANY REAL OR PERCEIVED TIME PRESSURES ON YOU (FROM YOURSELF OR OTHERS)? FOR EXAMPLE "DOESN'T MATTER, I'VE GOTTA GET HOME."



ARE YOU STRETCHED 'TOO THIN' GENERALLY?

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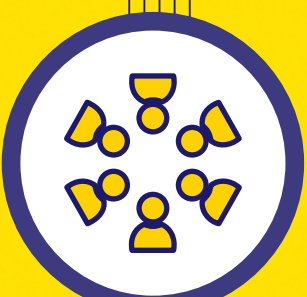
Consider:



Do you role model good planning and organization?

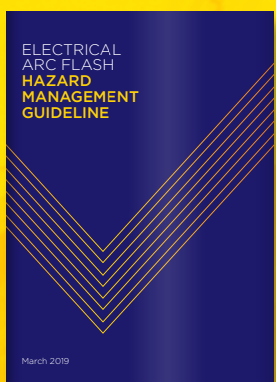


Do you emphasise higher risk activities and give higher risk controls more of your time?



Do you complete regular walkdowns with your teams?

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HUMAN FACTORS VIOLATIONS



DO YOU KNOW WHAT A VIOLATION LOOKS LIKE?



ARE YOU SURE YOU'RE ALLOWED (EXPERIENCED, QUALIFIED, COMPETENT, AUTHORIZED) TO WORK OUTSIDE THE RULES ?



HAVE YOU THOUGHT THROUGH THE CONSEQUENCES OF COMMITTING A VIOLATION?

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Consider
Do you drive accountability across
your team and workplace?

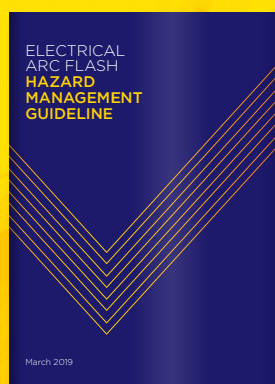


Do you ensure the type and amount
of supervision matches a task?



Are you checking in on some of the
other 'drivers' of your business
(like unrealistic targets)?

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INFO OVERLOAD



DO YOU HAVE TOO MUCH TECHNICAL INFORMATION IN FRONT OF YOU IN ORDER TO GET THE CORRECT ANSWER?



DO YOU HAVE TOO MUCH ON YOUR MIND?

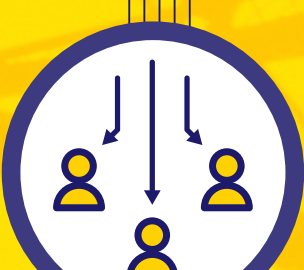


CAN THE INFORMATION THAT YOU PRESENTED BE UNCLEAR, DECEPTIVE OR EASILY MISINTERPRETED?

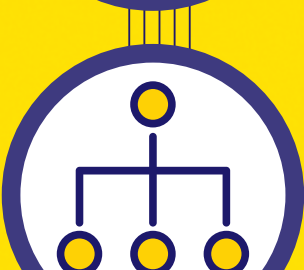
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Consider
Do you simplify documentation and signage and PTW systems?

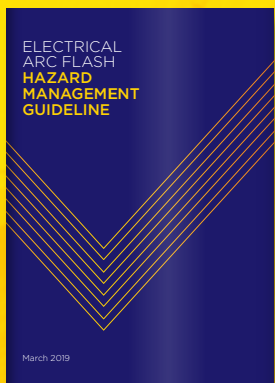


Are you ensuring detail is aligned to a persons level of competency, training and experience?



Are you preferring to lead with icons, graphics and simple text?

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DISTRACTIONS



CONSTANT PHONE NOTIFICATIONS?



TOO MANY ACTIVITIES AT ONCE?



PERSONAL LIFE CONSUMING YOU?

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Commit to:

STOP & THINK process

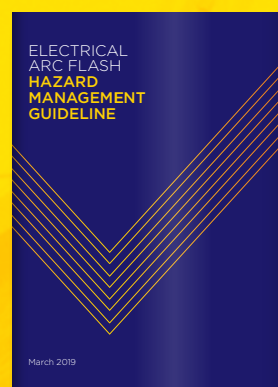


Level of supervision applied is
equal to Actual level of risk

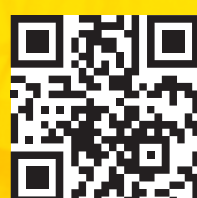


Good safety conversation & visible
leadership walks (call out distractions)

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MENTAL HEALTH ISSUES & CONCERNS



DO YOU SUFFER FROM A DIAGNOSED MENTAL HEALTH CONDITION?



WHAT DO YOU DO TO MAINTAIN GOOD MENTAL HEALTH?



DO YOU GET ENOUGH SLEEP, EXERCISE, EAT PROPERLY AND
DRINK RESPONSIBLY?

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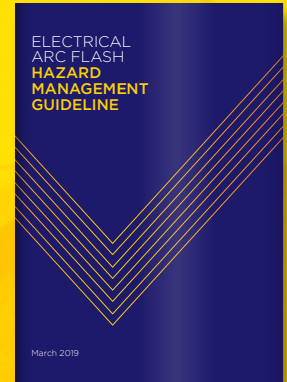
Consider:

Can you learn more to understand
mental health issues and concerns?

Can you raise awareness of the effects
of poor mental health in your workplace?

Are you utilising your EAP?

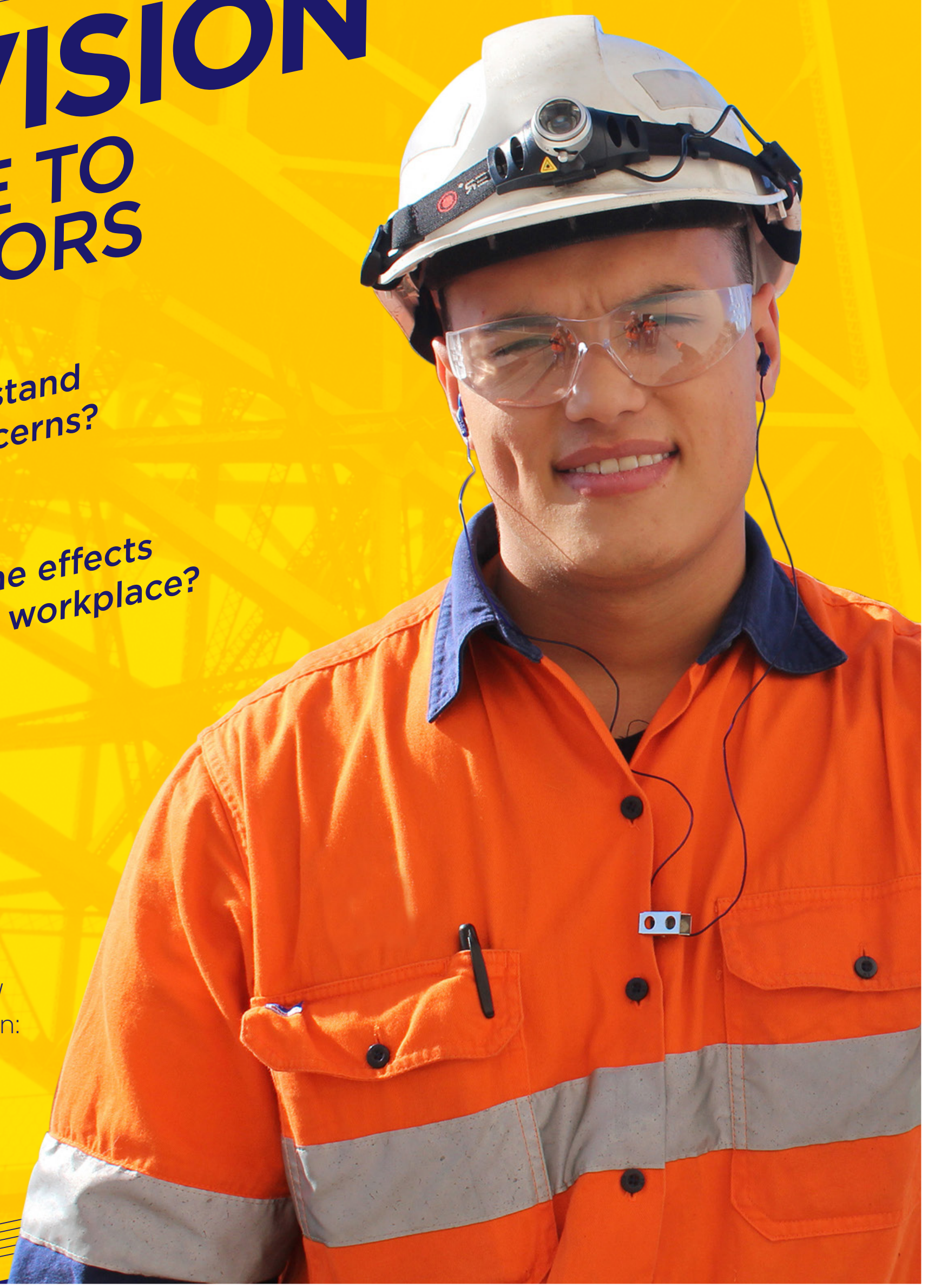
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WORKPLACE CULTURE



DOES YOUR WORKPLACE CULTURE CONDONE UNSAFE ACTS?



IS THERE AN ACCEPTANCE OF RISKY BEHAVIOR?
DO WE TURN A BLIND EYE TO RISKY ACTIVITIES?



DO RISKY BEHAVIOR AND HAZARDS GO UNREPORTED?

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Consider:

Do you audit to your workplace culture?



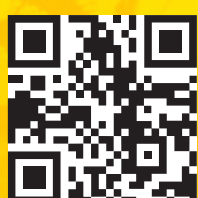
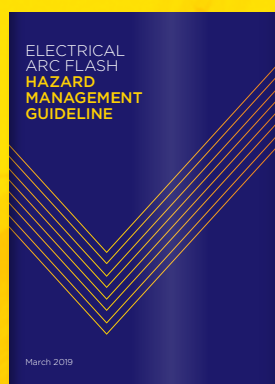
Are you checking that risky behavior
is addressed?



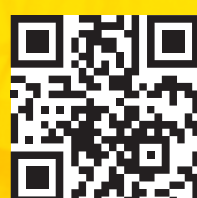
Are you determined in optimizing
your workplace culture in your
walkdowns?



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