

An introduction to

HUMAN FACTORS

AVIATION OPERATIONS RESUMPTION AFTER THE COVID-19 CRISIS



Produced by the JIG HSSE Committee

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Introduction

There are twelve common causes, or *Human Factors*, that contribute to human error:

1. Lack of Communication
2. Complacency
3. Lack of knowledge
4. Distraction
5. Lack of teamwork
6. Being tired (Fatigue)
7. Lack of resources
8. Pressure
9. Lack of assertiveness
10. Stress
11. Lack of awareness
12. Norms (Convention, Standards)

For each of these causes, we can simple work practices known as *Safety Nets* to understand common errors and prevent them from having tragic consequences.



Introduction

Human error is both universal and unavoidable.

- Covid-19 has caused huge changes - both societal and economic
- Aviation has been one of the most affected Industries
- The return to normality should be planned as carefully as the previous reduction in activities e.g.
 - Gradual Return to normal activity
 - Different and/or increasing activity levels
 - Long term changes brought about by the pandemic- e.g. social distancing, Hygiene issues, etc.
 - Changed or reduced staffing levels
 - Procedural changes
 - Changes to Staff responsibilities
 - Long term effects on people – Mental wellbeing, e.g. anxiety

This toolbox contains some of the good practices related to Human Factors that have been used by JIG members as they returned their operations to normal.



HUMAN FACTORS could be an additional risk as you return to work after a period of inactivity caused by COVID-19

HERE ARE SOME EXAMPLES SHARED BY JIG MEMBERS



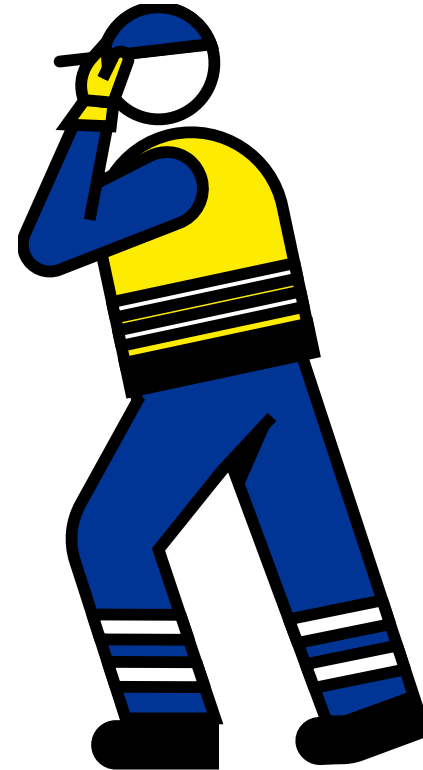
6. Fatigue

Contributing Factors

- Heavier workload than before?
- Adjustment to physical labour after a period of reduced activity
- Adapting to working shifts again (particularly night shift)
- Home situation or personal circumstances creating greater fatigue

Safety Nets

- Considering amendments to shift rosters to provide suitable rest time
- Considering amendments to shift durations
- Managing return to work processes following illness
- Assessing tasks which may require extra resources- 2 persons?



7. Lack of resources

Contributing Factors

- The correct level of resources not in place
- Staffing levels not appropriate to the activity
- Not enough time to comply with new rules
- Insufficient materials and staffing for adequate hygiene measures

Safety Nets

- Planning staff levels ahead of time for increasing activity
- Taking stock of essential supplies to ensure the correct levels of PPE, MBG test kits etc.
- Re-scheduling works, where possible, to ensure resources are available.



8. Pressure

Contributing Factors

- Commercial / operational deadlines
- Self-imposed pressure brought on by accepting more work than can be handled, due to lower staffing levels
- Pressure to deliver to the same standards in different circumstances
- Multiple changes to adapt to, procedures, hygiene etc.
- Extra time needed to comply with new rules

Safety Nets

- Management being more visible/supportive to staff to relieve the pressure.
- Empowering staff to prioritize safety even when under pressure
- Providing sufficient resources to deliver work tasks in a safe manner



12. “Norms”

Contributing Factors

- Recent procedural changes
- Tasks still being done ‘the old way’
- New expectations clashing with expected risk control behaviours
- Group norms – greater tendency to resist new procedures in groups

Safety Nets

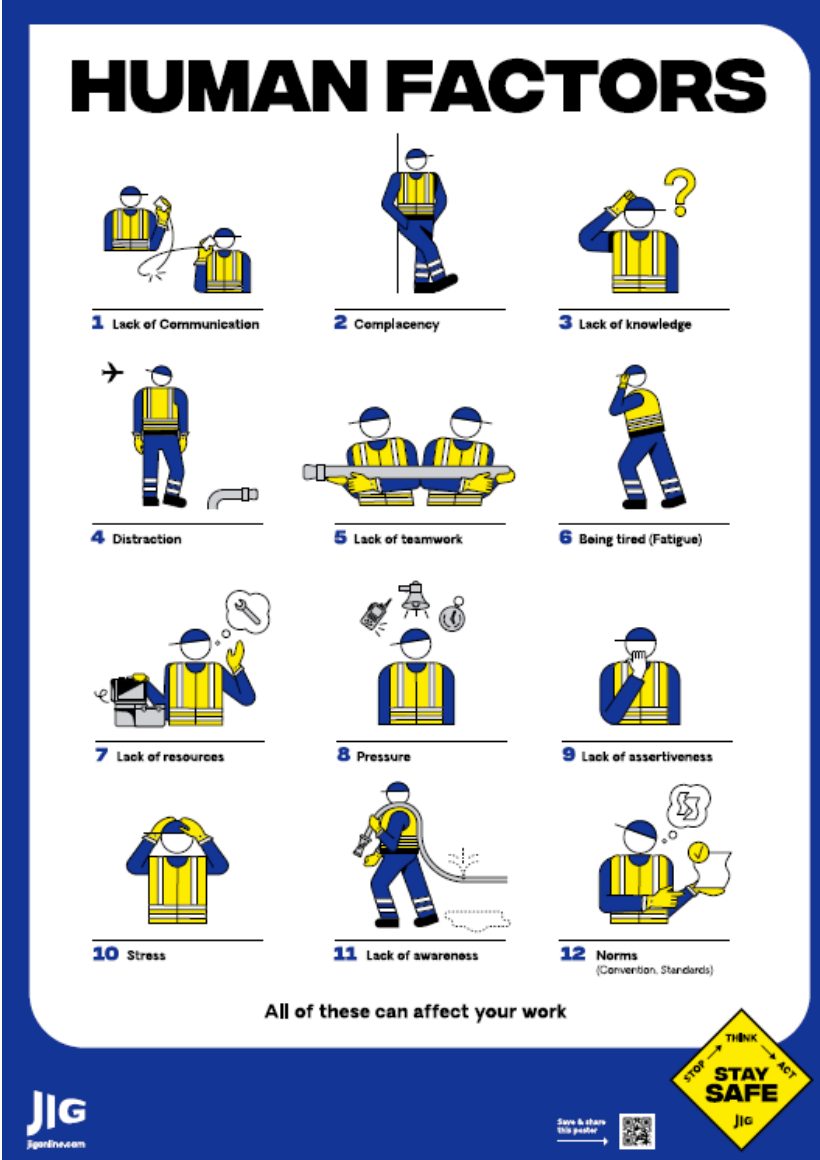
- Performing an MOC to identify what has changed, what is the impact and what procedural changes are needed
- Training
- Communication



Human Factors

Are you ready to support your staff?

HUMAN FACTORS



1 Lack of Communication

2 Complacency

3 Lack of knowledge

4 Distraction

5 Lack of teamwork

6 Being tired (Fatigue)

7 Lack of resources

8 Pressure


9 Lack of assertiveness

10 Stress



11 Lack of awareness

12 Norms
(Convention, Standards)

All of these can affect your work



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THANK YOU

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