

An introduction to

# HUMAN FACTORS

## AVIATION OPERATIONS RESUMPTION AFTER THE COVID-19 CRISIS



Produced by the JIG HSSE Committee

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## HUMAN FACTORS

# 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



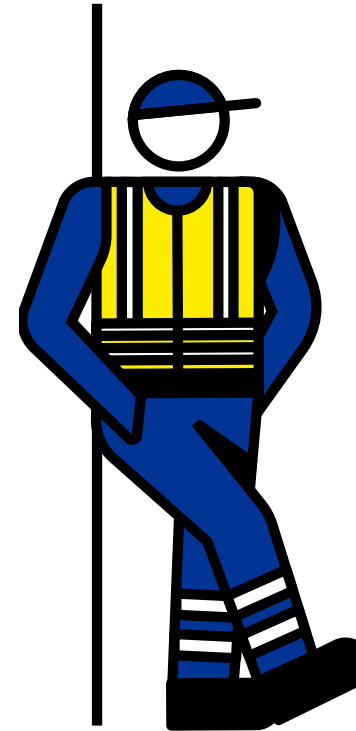
## 2. Complacency

### Contributing Factors

- Are staff expecting work to be easy because of reduced activity?
- A sense of euphoria at being through the crisis and now back to work?
- Experience leading to underestimation of risk?
- Mistakenly believing that COVID-19 is gone, while it is still in place, though at reduced levels.

### Safety Nets

- Providing adequate levels of supervision to challenge rule breaking and reinforce communications



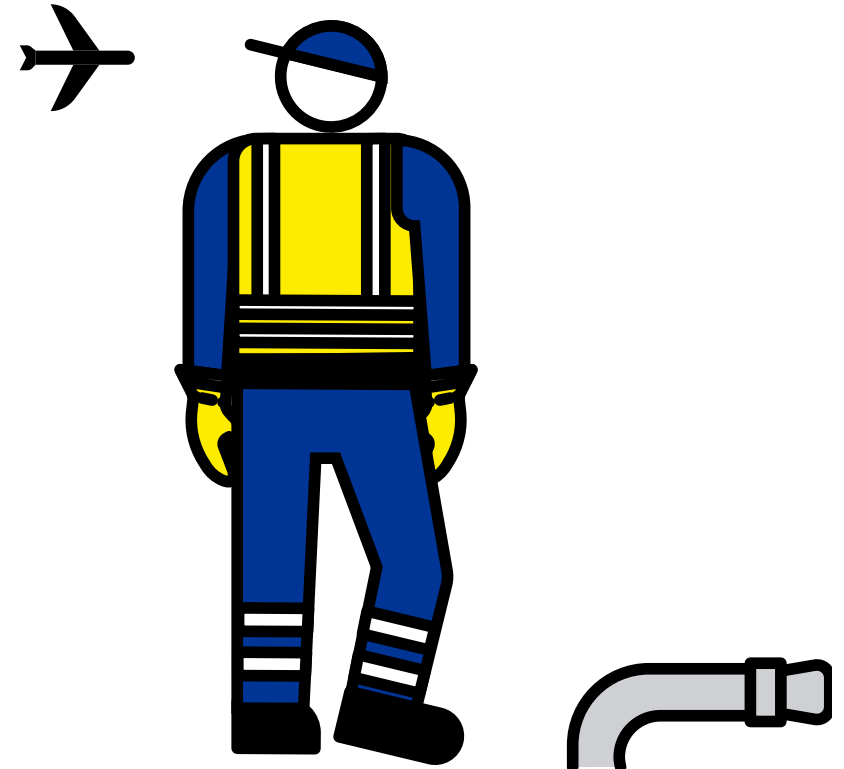
## 4. Distraction

### Contributing Factors

- Changed environment due to low activity
- New aircraft types or activity sparking curiosity- e.g Cargo flights
- Meeting colleagues or acquaintances at work for the first time in a long time providing opportunities to talk and be distracted
- Worries or concerns about family or friends still suffering illness distracting from the task at hand?
- Employment uncertainty due to global impact on aviation business

### Safety Nets

- Shift briefs/handovers to provide updates on what is new or changed
- 'Town hall' meetings with managers to provide opportunities to talk and re-acquaint with each-other
- Confidential channels to discuss personal concerns with management



## 9. Lack of assertiveness

### Contributing Factors

- Inability/reticence to express concerns due to the fear of job loss in the current economic climate
- No opportunity to contribute effectively to discussions about what is changing or needs to change post Covid-19

### Safety Nets

- Providing opportunities for staff consultation and expression of views and ideas
- Managers/supervisors being more visible/accessible to staff to eliminate any lack of assertiveness



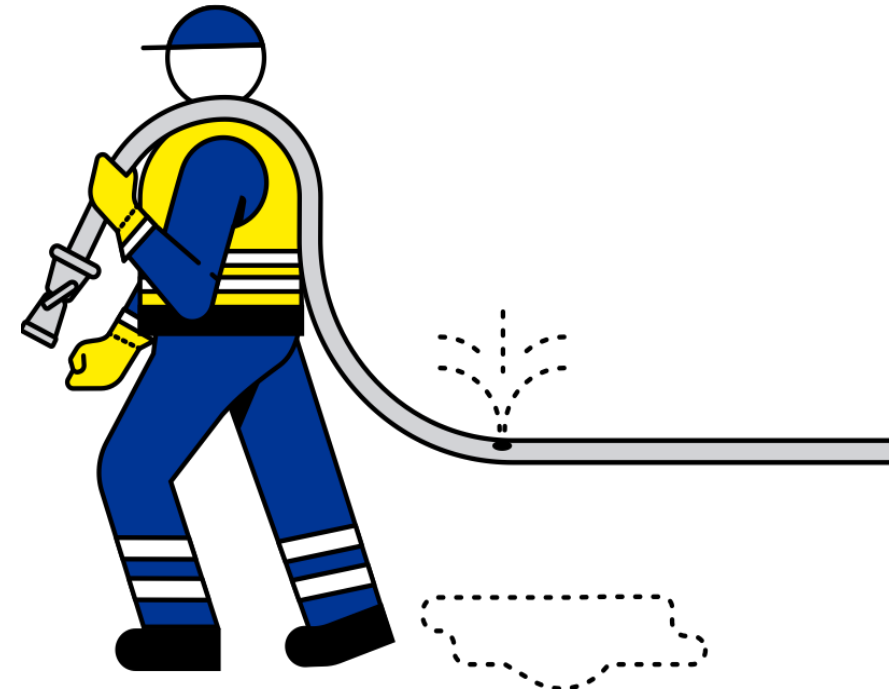
# 11. Lack of awareness

## Contributing Factors

- Lack of staff engagement
- Lack of training

## Safety Nets

- Supporting on-the-job training
- Compiling and updating a Staff induction pack to communicate up to date information before returning to work
- Occupational health assistance for staff intending to return to the workplace
- Addressing issues which need to be addressed from employees' perspective

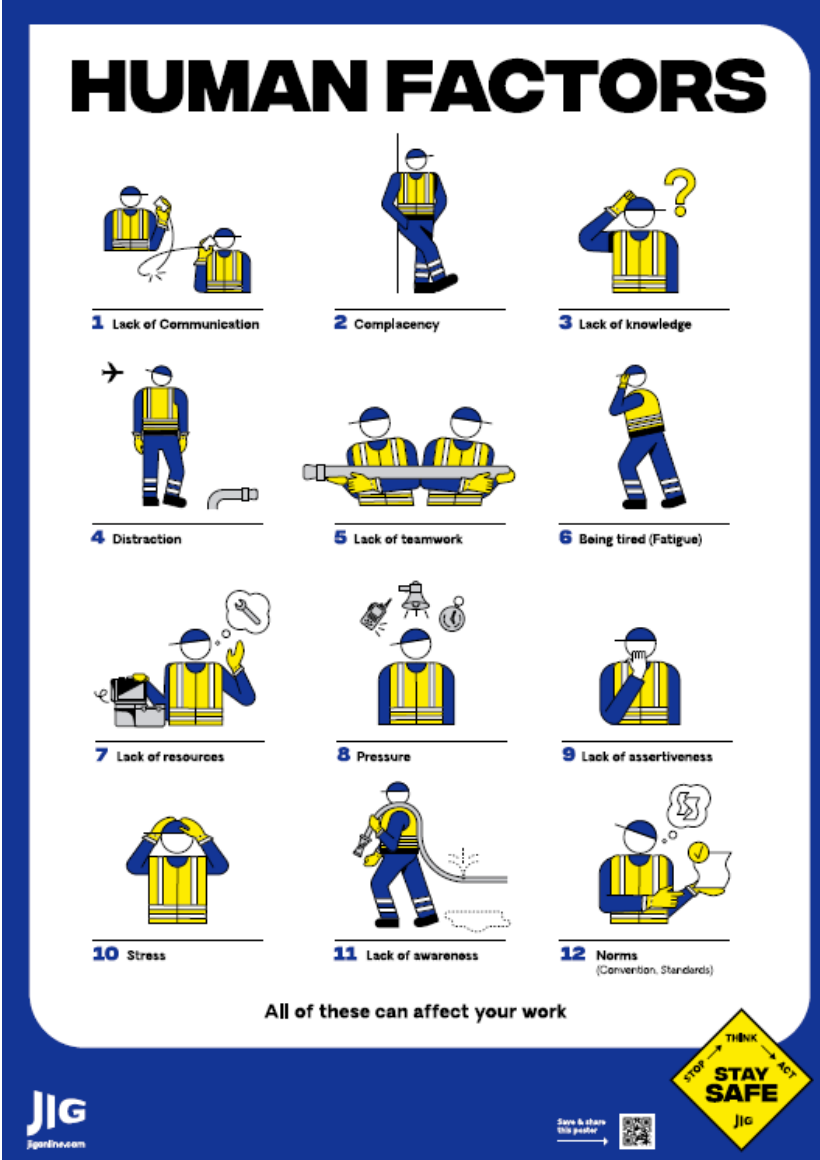




# Human Factors

Are you ready to support your staff?

## HUMAN FACTORS



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2 Complacency

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7 Lack of resources

8 Pressure

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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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