

Best Practice Considerations related to Aviation Ramp Safety Human Factors

Sofema Aviation Services (SAS) www.sassofia.com looks at the best mechanisms to control the Human Factor (HF) exposure

Communication Best Practice - Detailed information must be passed before, during and after any task, and especially across the handover of shifts.

- When messages are complex, they should be written down
- Organisations should encourage full use of logbooks, worksheets, and checklists etc.
- Verbal messages should be kept short, with the most critical elements emphasized at the beginning and repeated at the end.
- Assumptions should be avoided and
- opportunities for asking questions both given and taken.

Complacency Best Practice - It is important, when conducting simple, routine and habitual tasks, and when fatigued, to maintain an adequate, or optimum, level of stress through different stimulation.

- Always expect to find a fault! Following written instructions, and adhering to procedures that increase vigilance, such as inspection routines, can provide suitable stimulus.
- It is important to avoid: working from memory; assuming that something is ok when you haven't checked it; and, signing off work that you are unsure has been completed.
- Teamwork and mutual cross-checking will provide adequate stimulus when fatigued.

Lack of Knowledge Best Practice - All employees should undertake continuing professional development

- Experienced workers encouraged to share their knowledge with colleagues.
- Ensure latest knowledge on human error and performance.
- Ask for help encouraged
- Checklists and publications should always be referred to and followed
- Never make assumptions or work from memory.

- **Distraction Best Practices** - To reduce errors from distraction it is best to complete a task before moving on.
- If the task cannot be completed without hurrying, then we can prominently mark (or, “lock off”) the incomplete work as a reminder to ourselves and anyone else who may complete the work.
- When returning to work, to commence at least three steps back.
- have someone else double-check our work using a checklist if appropriate I.
- Create “safety zones”, “circles of safety” or “do not disturb areas” around workers engaged in critical tasks.

Team Work Best Practices - A clearly defined and maintained aim, or goal(s)

Understand Roles & Responsibilities

Communication Methods, Limitations & Boundaries

- Understand Emergency procedures
- Debriefing arrangements
- Opportunities for questions and clarification

Note - A team’s effectiveness can also be improved through the selection of team members to reflect a broad range of experience and skill sets, and also through practice and rehearsal.

Fatigue Best Practices - Be Aware of the signs and symptoms of fatigue

- Fatigue self-management sleep, diet and exercise.
- Avoid critical and complex tasks during
- When fatigued always get someone else to check your work.

Lack of Resources Best Practices - Resources also include personnel, time, data, tools, skill, experience and knowledge

- Strive for forward planning
- Acquire, store and locate resources
- Properly Maintain Adequate Resources that are available

Pressure Best Practices - Learning assertiveness skills will allow a worker to say 'No', 'Stop!',

- Communicate concerns with colleagues, customers and the Company.
- When deadlines are critical, ensure extra resources and help should be available
- Avoid Making Assumptions

Lack of Assertiveness Best Practice - Learn Assertiveness techniques

- Focus on keeping calm, being rational,
- Use specific examples rather than generalizations,
- Invite feedback.
- Direct criticisms at actions and consequences not people

Stress Best Practices – Learn to recognise signs of stress (acute or chronic)

Learn breathing and relaxation techniques.

Set up channels of communication to discuss the issue and help to rationalise perceptions.

Sleep, diet and exercise are all important factors.

Company stress reduction programmes.

Norms Best Practices- Rules and procedures should be designed and tested

Rules to be enforced

Workers encouraged to feed back issues

Develop Assertiveness

Do it right & avoid peer pressure

Lack of Awareness Best Practices - Build Experience

Develop our foresight

Ask others to check our work and challenge our decisions

Maintain Vigilance

Introduce workplace procedures

Use checklists

Next Steps

Sofema Aviation Service (www.sassofia.com) provides Classroom & Webinar Training covering Ramp Safety & Ramp Human Factors Training – Please see the following <https://sassofia.com/course/aircraft-ramp-safety-and-ramp-human-factors-training-initial-training-2-days/> or email Team@sassofia.com