

Chronic Unease



Organisations



Policies & Procedures

Reporting Systems



Work teams



Leadership & Supervision



Maintenance Systems



Training & Competency

Then this happens !!



After the incident



Policies & Procedures
Not followed



Leadership & Supervision
Lacking

Reporting Systems
Not always filled out



Work teams



Maintenance Systems
Not Followed – process creep



Training & Competency
Inadequate

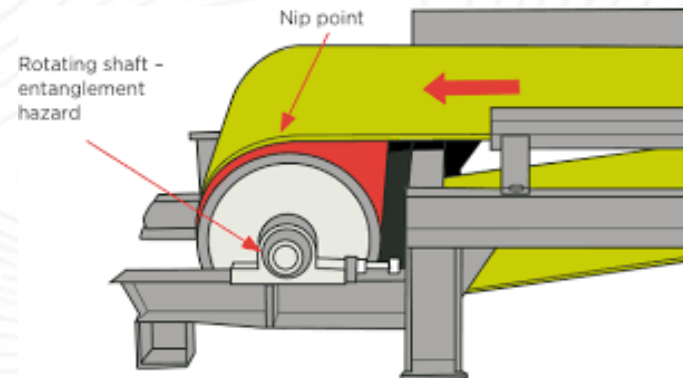


Human traits

Heuristics - Mental shortcuts, rules of thumb etc.

Bias - The way we were shown, custom & practice.

Normalisation - The way we have always done it.



Chronic unease

A constant discomfort, and healthy scepticism about how risks are being managed.

A condition of unrelenting watchfulness, a persistent suspicion that all is not well, that something could go horribly wrong at any moment.

Five attributes of Chronic Unease

Vigilance

Being alert to weak indicators of risks like near misses, process failures.

Propensity to worry

An emotional tendency to worry about risk and safety.

Pessimism

A personal tendency to resist complacency and anticipate failure.

Requisite imagination

Ability to imagine and visualize possible worst-case scenarios.

Flexible thinking

Ability to question assumptions, considering many aspects of a problem and not jumping to conclusions.

Handy tips

Spend more time in the field

Check and test effectiveness of risk controls

Challenge everything (particularly procedures)

Identify critical controls

Check your messaging

Reporting of all near misses, failures etc.



Would we then accept...

Positive communication, flags on Utes, give way signs to control collisions between vehicles.

Removing a tail-drum guard to track a belt.

The use of witches' hats to restrict access to a rock fall hazard.

A painted line to designate 2 metres from the crest of a bench, to stop someone falling over the edge.

Reliance on procedures to manage behaviour.



How do you feel about things at your workplace?

Do you feel safe at work? What would your workers say?

Do you have open and frank discussions about hazards and risks?

Are all system failures thoroughly investigated?

How do you feel about the level of direct supervision?

WHAT COULD GO WRONG ?????



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