

SAFETY DELTA ™

Among Us

TIPS AND TRICKS

SAFETY DELTA NEWSLETTER - NOVEMBER 2022

Beyond compliance: Integrating human factors management into your culture (Part 1)

SIRE 2.0, TMSA 3, DryBMS. Now that various industry requirements are leaning towards human factors management ... is your company prepared?

With Safety Delta, we aim to bring you one step ahead in this aspect.

We go the extra (nautical) mile to help you comply and beyond

Managing human factors is about more than just fulfilling the requirements.

Safety Delta is designed in such a way that it makes human factors management an integrated part of your culture - it is part of every phase (preparation, execution, and finalisation) of every job and embedded in everyone's behaviours and performance.

The Diagnosis, Dialogue, and Development stages give you opportunities and tools to continuously identify safety gaps, engage in active discussion, and improve your skills and behaviours so you can better manage human factors.



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Manage human factors by aligning with their principles

Below are four of the eight key principles that guide OCIMF's approach to human factors. You'll find out how Safety Delta helps you align with these principles, along with some practical tools that you can use.

1 / People will make mistakes

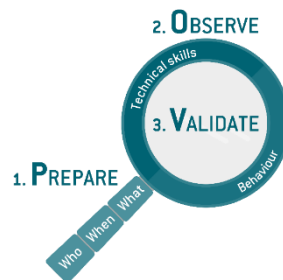
Faced with different and unexpected difficulties on board, both long-serving and newly hired crew can commit mistakes. We often see that bringing awareness of problems and critical work processes is an eye-opener even to experienced seafarers as they are easily 'blinded' by busy schedules at work or by overconfidence and complacency.

As a proactive approach to this, Safety Delta fosters a *learning culture* where people share safety-related information, and a *backup culture* where people serve as lookout for each other. The Safety Delta cycle also allows turning experiences into new learnings, and learnings into actions.

Some SDLL tools that you can use:



5 key actions for conducting an effective toolbox talk
(Check out the *Toolbox Talk poster*)



'POV' tool for making objective observations
(Check out the *Observing Performance and Behaviour brief*)



INTERVENTION

Key points of Intervention and how to demonstrate them
(Check out the *Safety I's - Intervention brief*)

2 / People’s actions are rarely malicious and usually make sense to them at the time

The crew often need to make sensible adjustments according to the demands of the circumstances. Reality on board will show itself, and it takes a mind to make judgements about it. Safety Delta helps the crew to make sound decisions - whether intuitive (instant) or analytic (thorough) - by considering and dealing with the criticality level, urgency, ideas from the team, and human factors.

Safety Delta also creates an *open culture* where people positively handle different suggested solutions to the challenge at hand, as well as a *just culture* where people do not fear to report errors because they value learning from these honest mistakes.

Some SDLL tools that you can use:



‘DE-C-I-DE’ steps for making systematic decisions
(Check out the Decision-making animation)

Being open to different opinions
Brief

Being open to different opinions means that you are willing to listen to and consider other people's views on things, even if they appear to challenge your view.

This brief examines the importance and meaning of being open to different opinions, as well as some key actions for doing it.

Be open to different opinions to boost crew involvement
 Everyone has their opinions about safety, simply because each has different background and experience. You never know, someone else's opinion might help you find a better way of getting the job done. The crew experience the chance of learning and improving, while at the same time, your team members feel included and they contribute actively to a positive and strong safety culture.

A team works well when both the leader and team members are open to sharing information and listening to each other's opinions.

As a leader, you might have your own opinion on how to do things, but the aim of having it as your team's members, you also choose to ask for their views on the goal and what way of getting the job done. The crew experience the chance of learning and improving, while at the same time, your team members feel included and they contribute actively to a positive and strong safety culture.

"In any way, your team will have a great understanding of the jobs, keeps pace with the changes in the working environment, and discusses problems, risks or improvements."

SAFETY DELTA
FOR THE SAFETY OF THE WORLD

TARGET LEARNERS
 This brief is for different roles involved in the safety and anyone interested in the subject.

REMEMBER
 Being open to different opinions helps you improve and problem-solving of safety, sharing information with others, and strong involvement. It also benefits the leader, the members, and the team as a whole.

Key actions for being open to different opinions
(Check out the Being Open to Different Opinions brief)

Promoting a just culture:
Crew's engagement
Brief

Working with the term 'just culture' on board requires a good understanding of how this culture benefits everyone. Start the perception of the term is connected to something negative about disciplinary actions, but it is much more about creating an open and supportive atmosphere where everyone is in focus.

In this brief, you will get more information about the benefits of a just culture and how you can engage in it to support the part in this culture.

What characterises a just culture?
 Just culture is a work culture which empowers. Just it is human to make errors, and the most mistakes are generally caused by faulty work processes, work conditions, or the like.

This crew that a just culture is characterised by:

- A work culture where everyone is believed and expected to do their best
- An open and trusting atmosphere where crew members do not fear to report errors, mishaps or others, because they know this is important to learn from these honest human mistakes
- A focus on preventing good and exemplary behaviours
- Analysis of risks or faulty behaviour to learn if there is a need to change work systems or conditions, to provide some training
- A culture where deliberate or intentional misconduct is treated upon and may result in disciplinary action

When we accept that we all make mistakes, we can then discuss what conditions made the mistake possible or made the situation challenging as well as looking to fix the context or risk performance. All these small, continuous and deliberate steps to create a just culture are the patterns behind the behaviour which we can then learn from.

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FOR THE SAFETY OF THE WORLD

TARGET LEARNERS
 This brief is for different roles involved in the safety and anyone interested in the subject.

REMEMBER
 Just culture helps you not only to have a safe team, but also to have a safe job, because in your culture, and have a personal key on board and to improve and making more of it better for you.

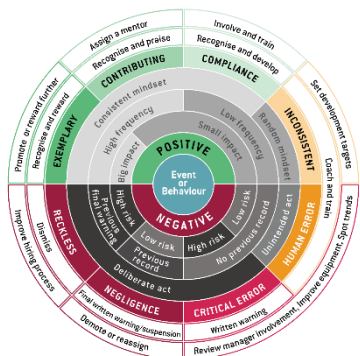
‘STAR’ ways to support a just culture
(Check out the Promoting a Just Culture: Crew's Engagement brief)

3 / Mistakes are typically due to conditions and systems that make work difficult

Mistakes usually occur in the interplay of human factors. If we are aware of these factors - the interaction of humans with each other, machines, and processes - we can more easily identify the gaps in an actual work situation.

Safety Delta fosters a *just culture* where mistakes are seen mainly as a result of unresolved issues such as poor work process, unreliable equipment, or bad management, instead of the crew who 'made' the mistake. It also provides ways to make the workplace a safer environment by addressing time pressure, fatigue and stress, mental health, and availability of appropriate PPE.

Some SDLL tools that you can use:



Just Culture Response Map
(Check out the Promoting a Just Culture poster)

	URGENT	NOT URGENT
IMPORTANT	<p>1</p> <p>Critical tasks</p> <p>Your key action: Manage</p> <p>Example tasks: Emergency situations, Deadlines, Unexpected challenges</p>	<p>2</p> <p>Goals</p> <p>Your key action: Focus</p> <p>Example tasks: Long-term planning, Preventive maintenance, Preparation for an upcoming port state or vetting inspection</p>
NOT IMPORTANT	<p>3</p> <p>Interruptions</p> <p>Your key actions: Limit or delegate</p> <p>Example tasks: Someone else's urgent deadline, Colleagues' favours, Running errands</p>	<p>4</p> <p>Distractions</p> <p>Your key action: Postpone</p> <p>Example tasks: Internet surfing, Browsing social networking sites, Gossip or chat about entertainment news</p>

Urgent-important matrix
(Check out the Handling Time Pressure animation)

The document is titled 'Fatigue management Brief' and includes sections for 'TARGET LEARNERS', 'DID YOU KNOW?', and 'Ensure safety and health through proper fatigue management'. It discusses the effects of fatigue on cognitive and physical performance and provides strategies for managing it, such as recognizing signs of fatigue and taking breaks.

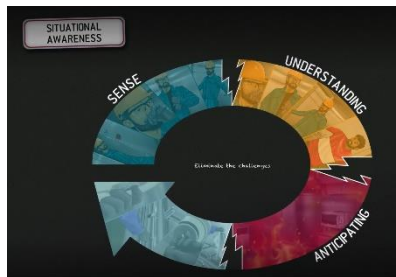
Fatigue management strategies
(Check out the Fatigue Management brief)

4 / Understanding the condition in which mistakes happen helps us prevent or correct them

The people on board know the condition of their work better than anyone. Safety Delta helps the crew to reflect on their perceptions of the work conditions and prevent mistakes before anything goes wrong.

The SDLL materials cover the following skills and behaviours to sharpen safety awareness and deal with emerging situations: situational awareness, hazard identification, seeking and sharing insight, intervention in unsafe situations or actions, and team communication.

Some SDLL tools that you can use:



3 steps of situational awareness
(Check out the *Situational Awareness animation*)



Hazard wheel
(Check out the *Hazard Identification poster and exercises*)



'STOP' ways to stop unsafe acts
(Check out the *Stopping Unsafe Acts animation and game*)

Enjoy using all the learning materials as you carry on with your Safety Delta cycles!

Next up in our human factors series...

In Part 2 of this article, we will talk about OCIMF's four other principles of human factors and how Safety Delta helps you align with them. Stay tuned!

Safety Delta familiarisation webinars

Our free Safety Delta familiarisation webinars are still ongoing. Catch them on these dates:

- [Safety Delta Familiarisation I](#) (Introduction and Diagnosis)
- [Safety Delta Familiarisation II](#) (Dialogue and Development)

News in the Safety Delta universe

We have a new Safety Delta Key Account Manager



Join us in congratulating our new Key Account Manager, Lennart Ripke! Before joining the maritime learning and development industry, he was a mariner with several years of experience as a deck officer on chemical tankers.

Stepping into his new role, Lennart aims to leverage his vast experience in the learning and development industry to provide knowledgeable help and advice for your Safety Delta journey. You are always most welcome to [contact Lennart](#).

The Safety Delta seminar for UltraShip was held with great success



Last October 26, we conducted a presentation for UltraShip. The topics were about Safety Delta refresher, updates, and how it can help them prepare for SIRE 2.0. Based on the responses we got, the seafarers seem to have embraced Safety Delta and made it part of their culture.

One notable thing to mention is the managers' remarks that the ratings are now more open to engaging in conversations with the managers and are not afraid to speak up. Way to go, UltraShip! We look forward to more great news about your Safety Delta experience.