Cristian Sylvestre

Cristian Sylvestre, the Managing Director of SafeStart, is a human error prevention specialist, not from an academic or psychological perspective, but from a practical one. He leads safety initiatives in a number of organisations by developing and implementing leading edge behavioural change programs for all staff levels.

His 20 years of front line industry experience as a safety and environmental professional with companies like Shell has given Cristian a different perspective on safety.

The programs he implements are based on the research of James Reason and others active in the field of human error, safety leadership and behavioural safety.

His aims are to get people to think differently about safety, to learn something every time they hear him speak and to enjoy the experience. He keeps his message simple and the tools he supplies are easy to use. His presentation style is engaging as well as humorous.

Safety Culture Change Through Human Error Prevention

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People are Still Getting Hurt – Is that Because we Haven't Had Enough Incidents?

Cristian Sylvestre,

Managing Director

SafeStart

and

David Pope, Pope HSE

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Or could it be that we're not asking the right questions?

The outcomes of an incident investigation depend on what we understand about the causes.

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Why Not?

Because when we do 'dangerous' things we <u>pay attention</u>.

When we do routine things, <u>we don't always pay attention</u> and that is when we get hurt.

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mistake?

Ever Been Burnt on a BBQ or Stove?

- **Basic injury patterns remain constant.**

- **Lack of knowledge about the hazard or procedure is rarely a factor.**

- **We suffer from 'autopilot' behaviour after a few repetitions**

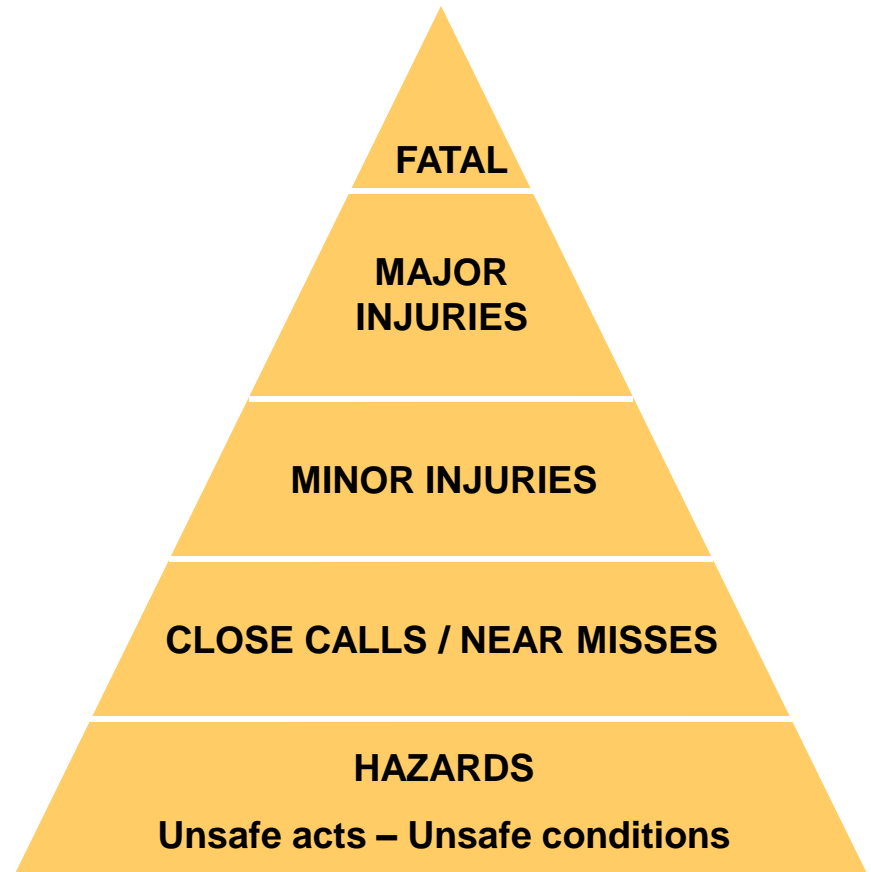- **We stop 'paying attention' to things that could hurt us.**

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Examples

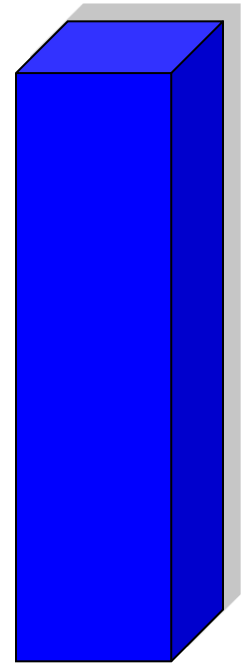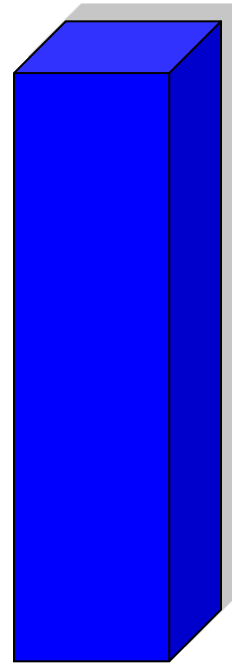Car is hit by large truck coming through a green light.
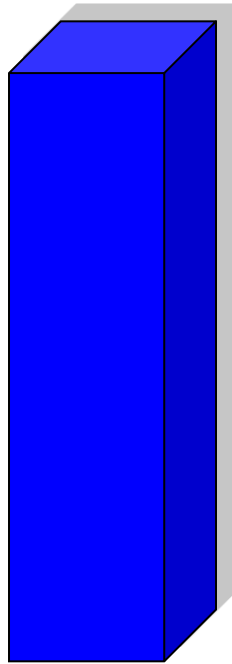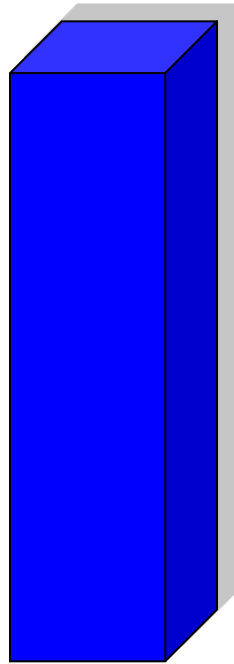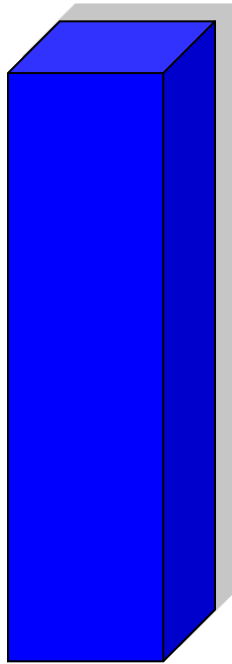
Collision results in a fractured wrist and broken ribs.
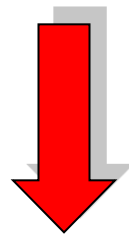
Two cars collide – one driver requires stitches.

Other driver swerves to avoid collision

Driver doesn't see red light.

FATAL

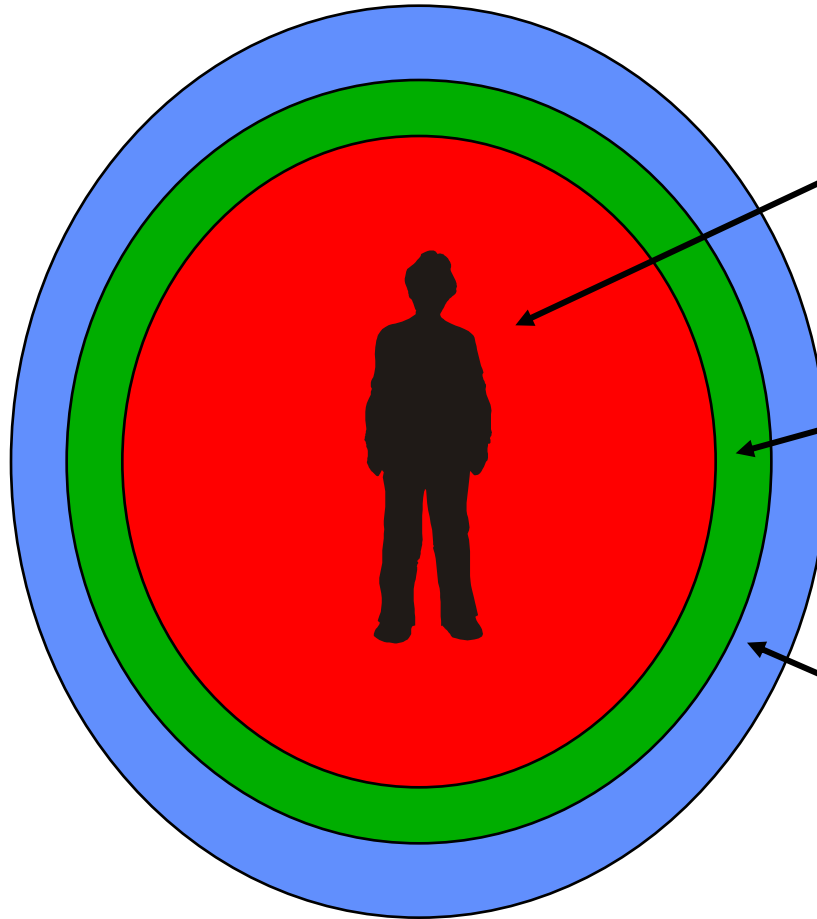**MAJOR INJURIES**

MINOR INJURIES

CLOSE CALLS / NEAR MISSES

HAZARDS

Unsafe acts – Unsafe conditions

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Hazardous Energy

Person

Unexpected

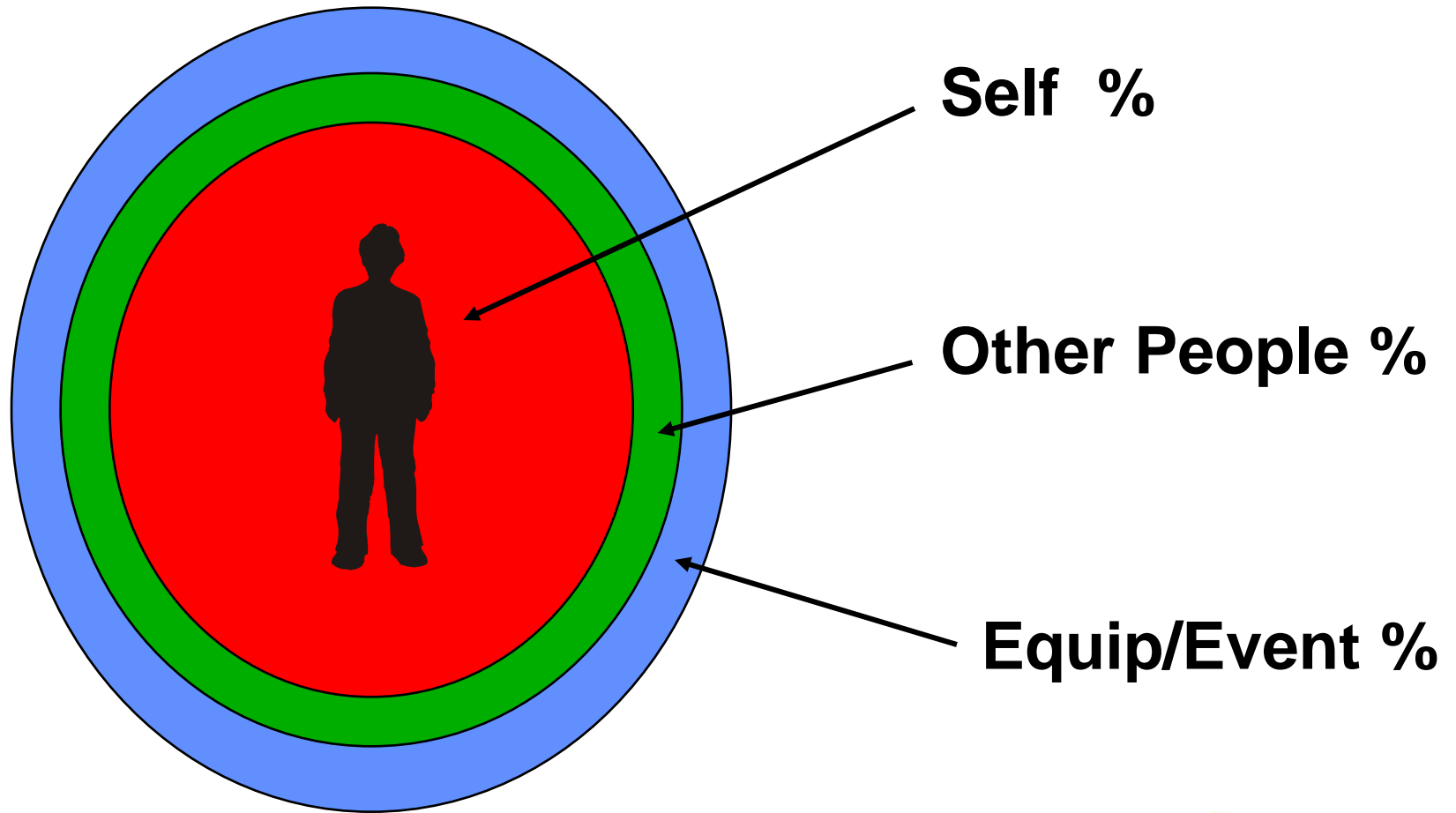☑**SAFESTART**®

Sources of Unexpected……

Self - own actions cause or contribute to incident/injury.

Other People - someone else's behaviour causes or contributes to incident/injury.

Equip/Events - something unexpected happens without you or someone else involved (e.g. brakes fail, hose bursts; etc.)

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Sources of Unexpected

Self %

Other People %

Equip/Event %

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Who Pays Less Attention on the Road?

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How Do We Improve a Skill?

Personal Risk Pyramid

Category	Count
MAJOR	3 - 7
MINOR INJURIES	8 - 12
CUTS, BRUISES, SCRAPES	5,000 – 10,000
CLOSE CALLS AND NEAR MISSES	20+

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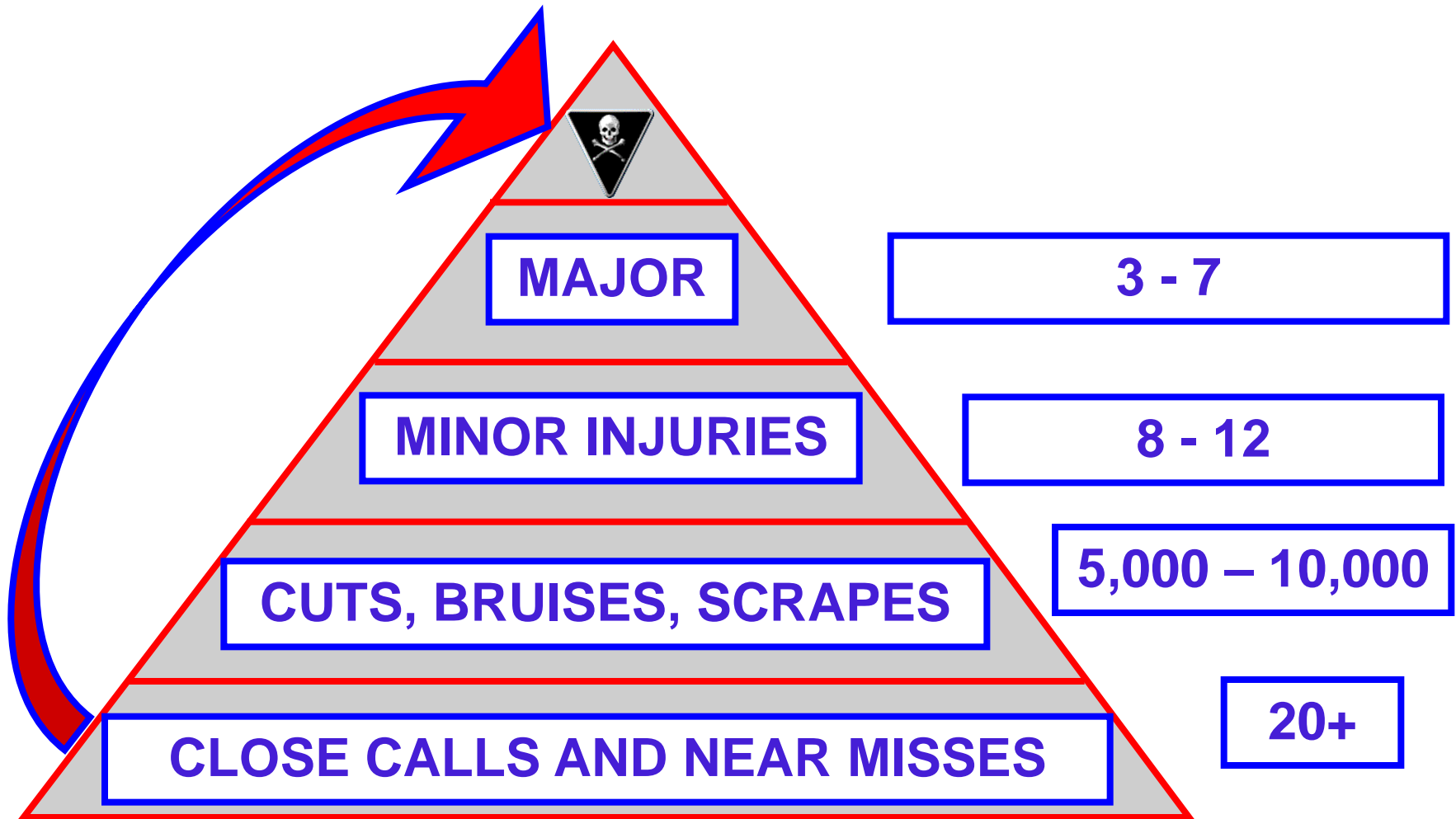
Sources of Unexpected…Results

Self 85 - 90%.

Other People
5 - 10%

Equip/Event
2 - 5%

'stitches or worse' SAFESTART®
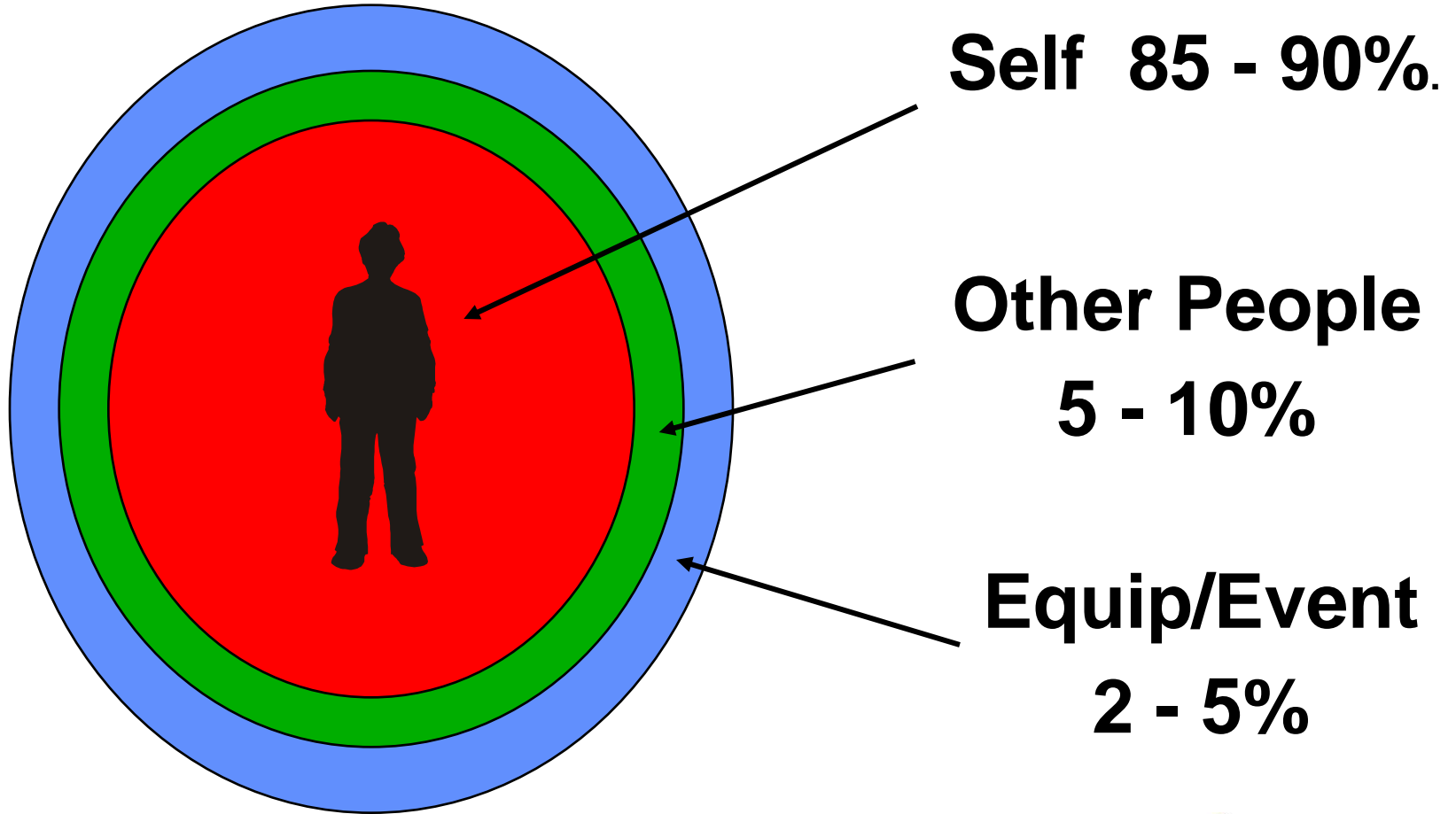
These four states...

- ☐ **Rushing**
- ☐ **Frustration**
- ☐ **Fatigue**
- ☐ **Complacency**

can cause or contribute to these critical errors ...

- ☐ **Eyes not on Task**
- ☐ **Mind not on Task**
- ☐ **Line-of-Fire**
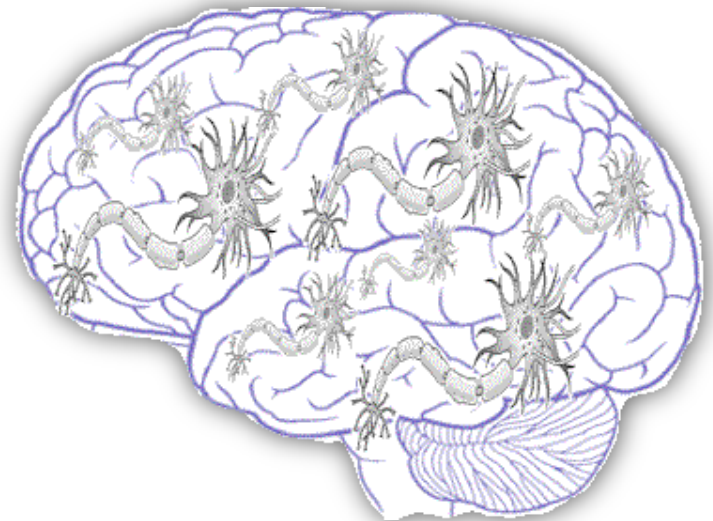- ☐ **Balance/Traction/Grip**

...which increase the risk of injury.

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Traditional Safety and Human Error Prevention

Hazards, Risks and Controls

States and Errors

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Initiating Event (Person)   *Consequence*

Unintentional and habitual
behaviour in > 95% of incidents
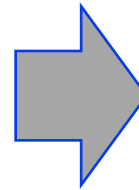
Harm is not caused often.
How much harm depend on **LUCK**
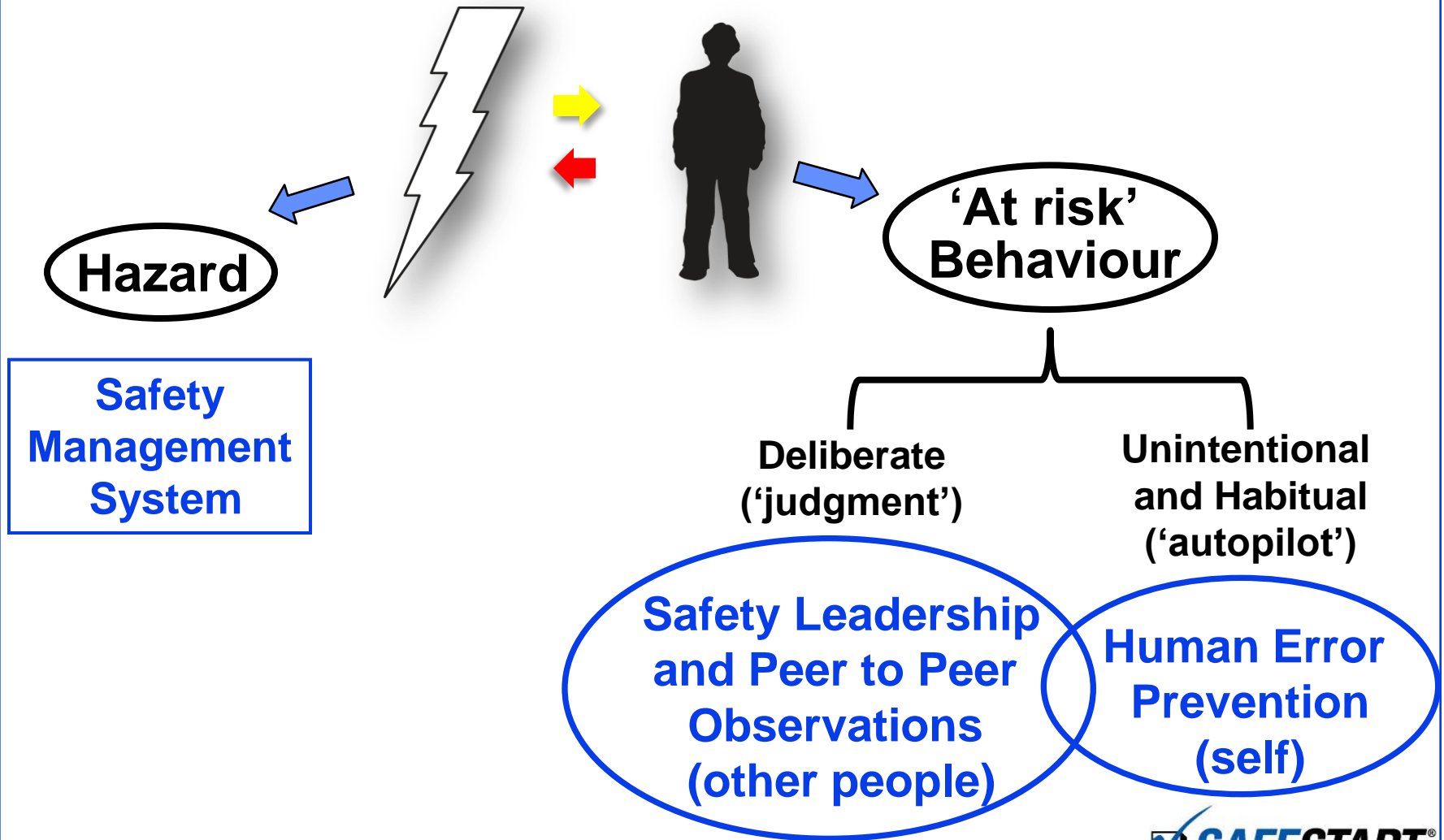
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Risk of Inattention **+** **Risk of Hazard**

= TOTAL RISK

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Neuroscience has found that 95% of human behaviour is 'habitual' or 'automatic' (subconscious).

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Holistic View of Incident Causation

Hazard

Safety Management System

'At risk' Behaviour

Deliberate ('judgment')

Unintentional and Habitual ('autopilot')

Safety Leadership and Peer to Peer Observations (other people)

Human Error Prevention (self)

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inter-related

TRIFR – Completed Training Jul 2010

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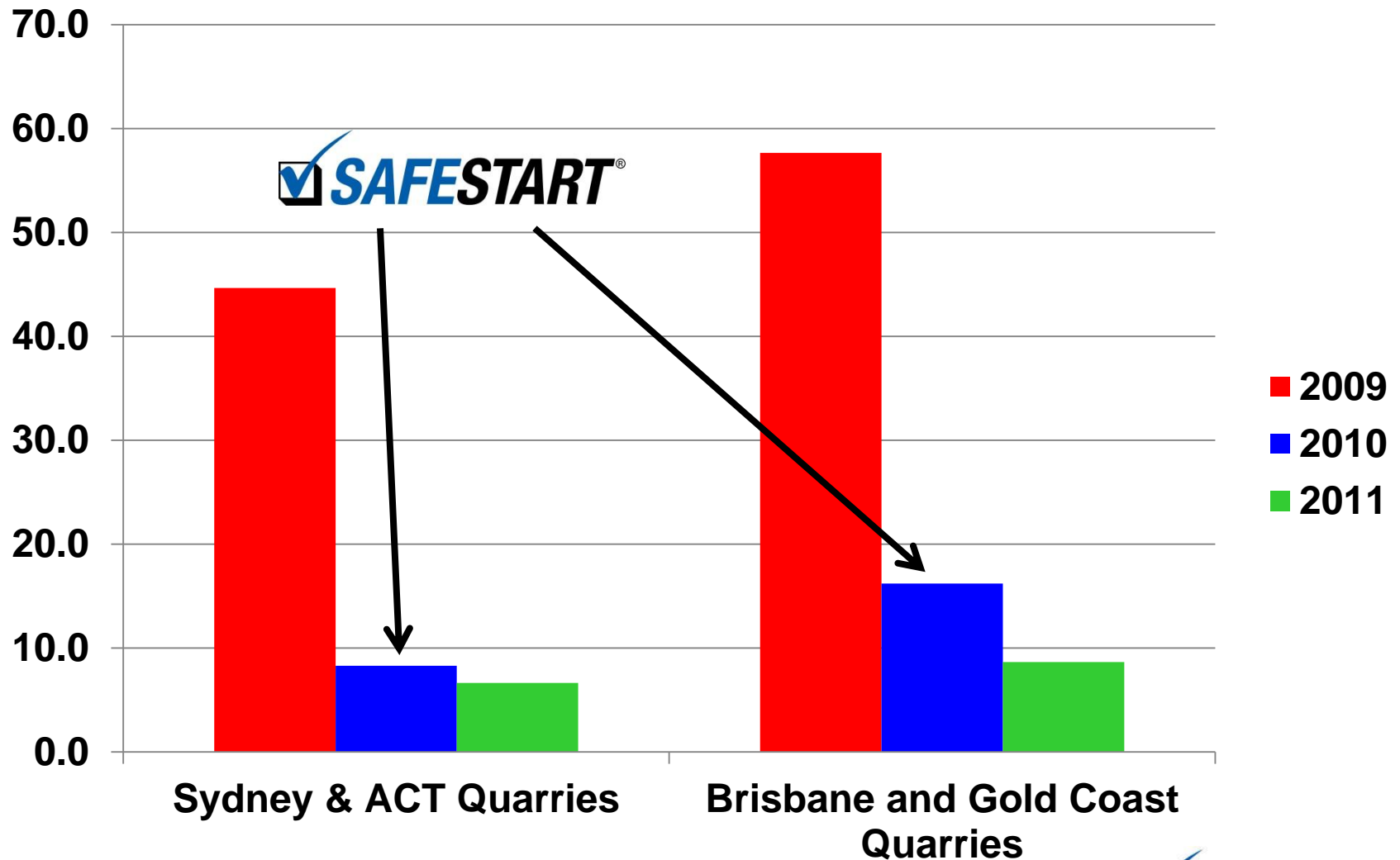
Human Error In Incident Investigations

- **Corrective action of 'take more care' or 'pay more attention' indicates human error (unintentional)**

- **What do we do when we identify human error in an investigation?**

- **Understanding human error is the start of the incident investigation, not the end:-**

  - **most people get injured doing something they have done many times before - the question that never gets asked is '<u>what was different about THIS time?</u>'**

  - **when we do in a non-threatening context – the answer 95% of the time is a 'state to error' pattern**

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Human error prevention programs have resulted in 60-90% reduction in incident rates within 6-12 months.

1 day introductory workshops ($180) will be held in

Brisbane – 9 October

Perth – 18 October

Sydney – 27 November

For more information or to register,

www.safestart.com.au

SafeStartANZ

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