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A positive safety culture and the integration of human and organizational factors (HOF) as goals for a growing company

Best practices identified

- Promote safety leadership by raising awareness of the importance of complying with safety policies.
- Include the study of past accident causes from a systemic approach in employee training courses.
- Conduct human factors awareness sessions for drivers during ride-alongs.
- Raise awareness and provide education on self-care, sleep hygiene, situational awareness, and mental health.
- Conduct psychological evaluations of drivers by a specialized company after each incident or accident as part of the investigation process.

Before beginning the operation

- Designing SMS with safety culture and the integration of human and organisational factors as pillars.
- Safety Environment Diagnosis.
- Evaluation of the psychological state of drivers to ensure prevention and safety. Identify patterns for early detection, treatment, and personalized, continuous monitoring.
- Training and awareness-raising programs involving all levels of the company.
- Positive safety culture model by the EUAR as a reference.
- Collaboration with specialized companies such as are ESM and PSICONNEA.

During operation

- Analysis of the integration of positive safety culture with human and organizational factors.
- Continuous needs assessment and design of jobs and tasks.
- Promote a just culture environment where employees feel free to communicate safety concerns.
- Study the relationship between risks and human and organizational factors, and their influence on accidents.
- Use the GEMS model to classify errors and the SHELL model to identify precursors.
- Psychological evaluation to identify factors affected during the event and the subsequent emotional consequences. Promote awareness of lessons learned and address acquired blockages, patterns, or fears.
- Study Lessons Learned and apply identified best practices.

