ASOS TRAINING BRIEF

Training Topic:

Hazard Identification and Tracking Program (Hazard ID)- 05-08

Who needs a Hazard ID program anyway?

"Hazard – any existing or potential condition that can lead to injury, illness, or death to people; damage to or loss of a system, equipment, or property; or damage to the environment. A hazard is a condition that is a prerequisite to an accident or incident."
- FAA AC120-92

A Hazard Identification and Tracking program (also known as a Safety Reporting and Feedback System) is designed to bring a greater awareness of events, issues, and state of the safety culture within your operation. Identification and communication of potential and existing hazards by all employees will lead to a safer work environment through resolution of these hazards. The corrective action for these hazards may be in the form of a policy change, procedural change, or new training, all of which can greatly increase an operation's efficiency and safety. The hazard must then be tracked to prevent reoccurrences and to provide trending information.

So how does a Hazard Identification and Tracking Program work?

<u>To briefly summarize:</u>

- A hazard is documented and submitted via a reporting form confidentially (if feasible) to the Safety Officer.
- The Safety Officer reviews the report, assesses the severity of the hazard, and determines the required urgency of response needed.
- If necessary, the safety committee and/or management is consulted and begins the resolution process.
- The resolution is implemented and the final report with resolution details is posted for everyone to see.
- The hazard is tracked to determine if there are any reoccurrences.
- A new resolution is reviewed if the hazard repeats.

How should I implement a program?

The primary components of a Hazard ID program remain consistent; however, a process appropriate for your operation must be determined. In order for the program to be effective, it must function smoothly and be constantly managed by the Safety Officer. You must document the process you ultimately choose in your Safety Management System Manual. Below are the basic steps to follow.

Step 1: Select a reporting process or combination thereof.
- The "Shoe-box" method- This entails the use of a physical paper form that can be submitted into a secure box. Forms may be placed in highly visible areas such as a meeting room, break room, maintenance shop, or even an aircraft.
- Electronic method- An electronic form may be used and distributed via email or be posted on the company web-site. The form can then be submitted by email or through an online submittal system. Some companies will have employees set up anonymous email accounts. This method works well because pilots may submit concerns while on the road, and the concern is fresh in their mind.
- Hazard reporting phone line– Although it may be considered archaic, you may establish a dedicated hazard reporting line with an answering machine.

Step 2: Select a reporting form.
The form should be applicable for all employees, not just the pilots. Below are some form options.
- NASA ASRS– commonly used for pilots; this form contains more flight-specific items.
- Company developed
- Third party (e.g. ARG/US Safety Reporting Form)- The ARG/US form is freely modifiable in Excel format.

Step 3: Educate your employees about the program.
- Initial training should be conducted for everyone and any new-hires in the future.
- It is important to stress that any employee can submit a hazard report.
- Explain the benefits of the program and why you are implementing it.
- Emphasize the program is NON-PUNITIVE.
- Consider an awards program for reported hazards in which the resolution resulted in increased safety.

Step 4: Establish a resolution process.
- The Safety Officer must use his/her judgment in determining the severity of a hazard.
- If the resolution requires the use of resources, a new policy, or a new procedure, management and/or the safety committee should be involved.
- Resolutions should be implemented within a reasonable period of time.
- Display resolved hazard reports in a highly visible area to promote the program.

Step 5: Track the hazards.

- Monitor incoming reports for repeated hazard events and/or categories.
  For example– reoccurring events within the maintenance department regarding tool control may require greater emphasis on resolution in that area.
- Often, repeated hazards will necessitate an increased level of resolution, and likely warrant review by the Safety Committee.
- Tracking may be completed through a simple Excel file.
- Target completion date, person responsible, hazard, and resolution should all be tracked to ensure the resolution is complete and the hazard is not repeated.

So how do I get people to participate?

Any flight department with a Hazard ID program already implemented will tell you the most difficult part of establishing a viable Hazard ID program is getting people to participate. Their reluctance may be due to several reasons such as:

Fear of retribution- "I don't want to lose my job."

- It is extremely important you relay to employees that the system is non-punitive, regardless of what is reported. Consider offering confidential reporting to your employees. Remind them you are not management (some exceptions may apply here). However, the term non-punitive does not imply blanket immunity.

Lack of anonymity- "I'm not airing *my* dirty laundry."

- This is often a question posed by Safety Officers; "How can we make it confidential or anonymous with six people?" Well, there really isn't in most cases. In fact, a report is tough to de-identify with certain issues such as cockpit-related events. The Safety Officer should use their discretion in the resolution process. Publishing a report of a crew conflict for example, could damage the process.

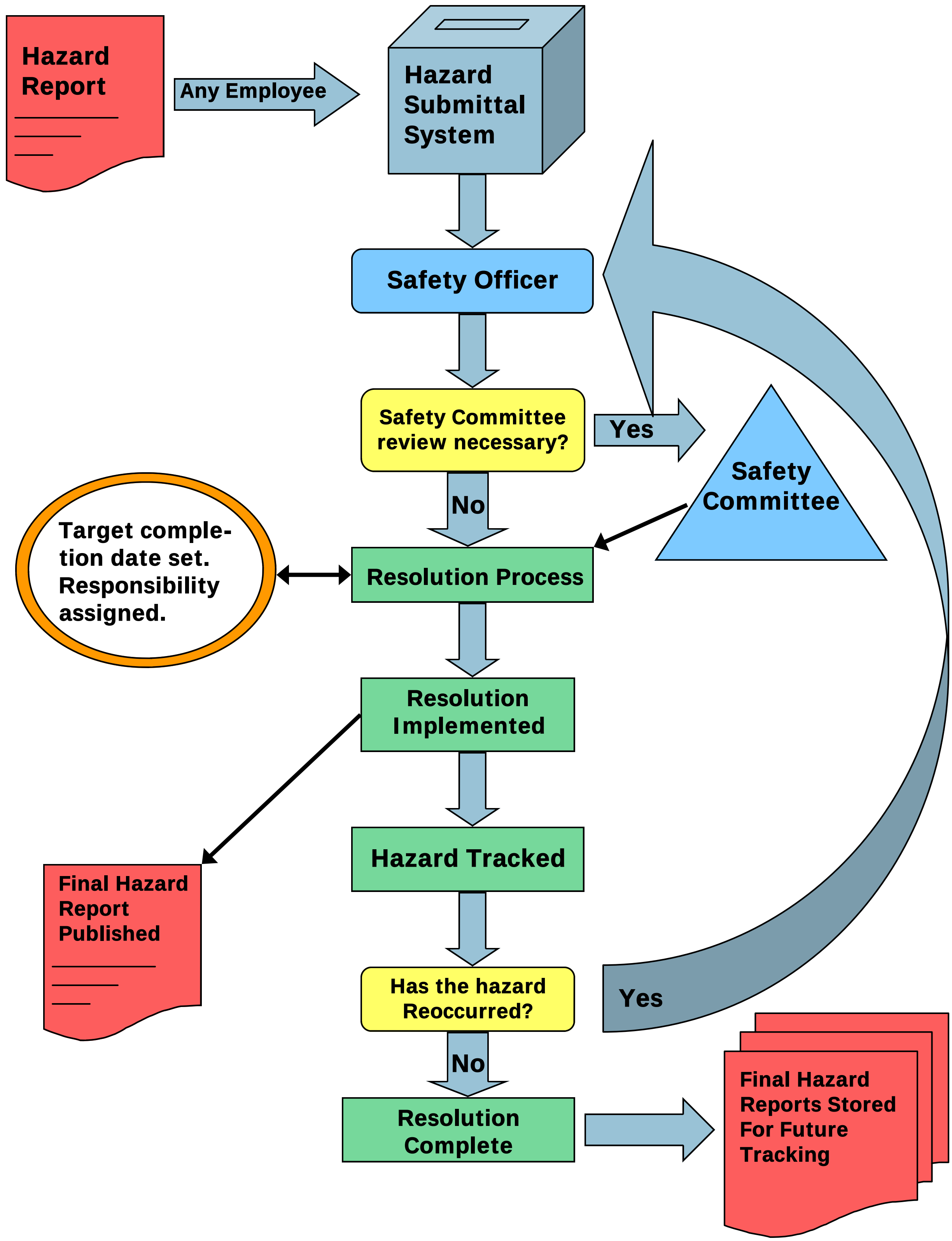
No motivation- "I don't see anyone else participating."

- It may be necessary to "seed" the program. The Safety Officer and/or management may want to start the program off with their own reports and publish actual resolutions. The idea being if people see actual solutions to real concerns, it may prompt them to identify and report hazards on their own.
- The program must also be as easy as possible to use. A laborious and complex safety reporting form is not going to work. The submittal system, whether it is a locked box or a web-based system, should not be laborious.

Unaware of the program- "A hazard what?"

- You would be surprised how many flight departments have a program in place, but employees are unaware of the program or do not know how to use it. Location of the reporting forms, the submittal process, and the benefit for the person participation must all be considered.
- Do not let training lapse; it should be refreshed continually. Even a simple reminder email about the program, or a mention at your next meeting can be effective.

Hazard Reporting Flow



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