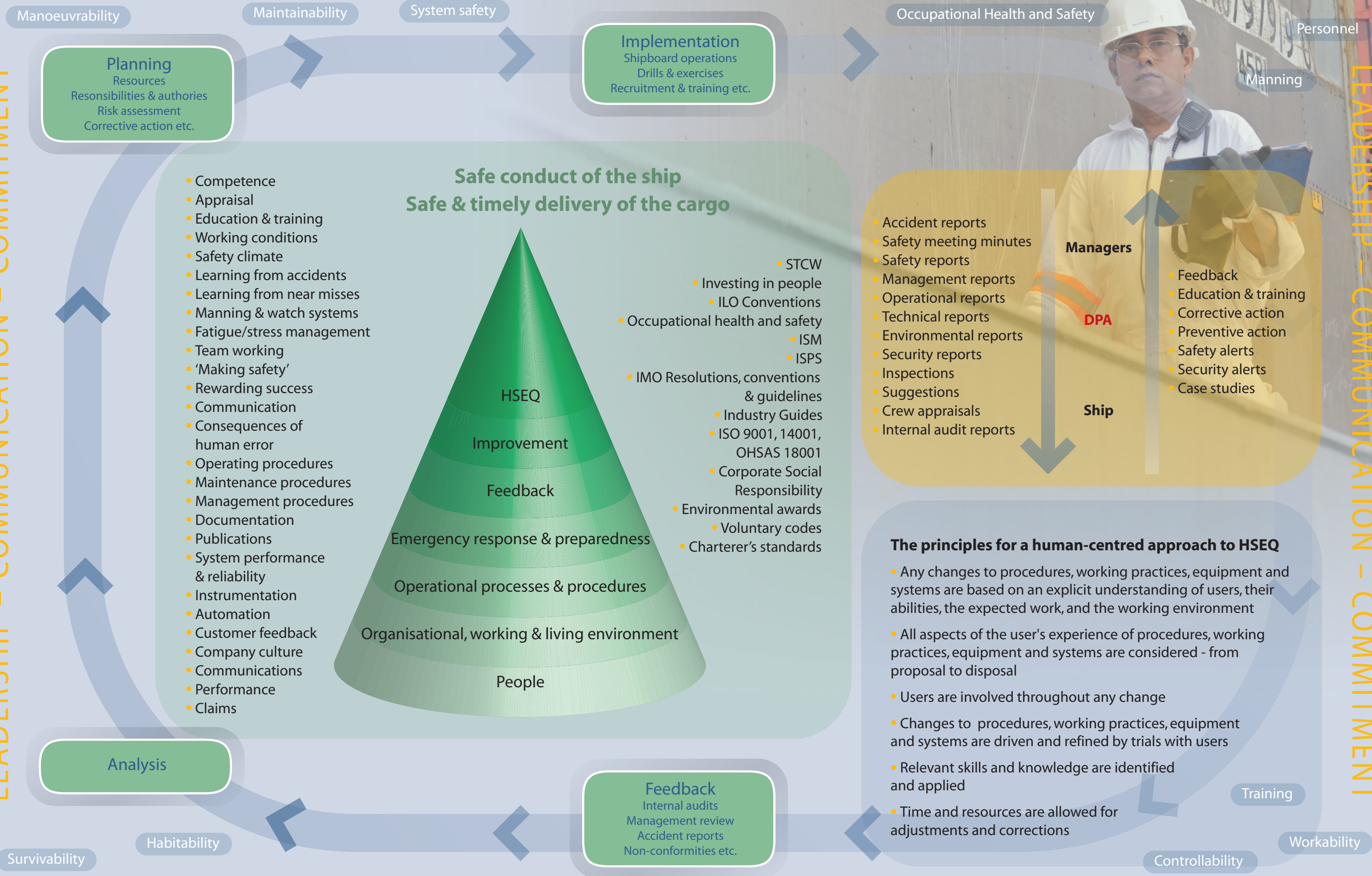


A human-centred approach to HSEQ

LEADERSHIP – COMMUNICATION – COMMITMENT

LEADERSHIP – COMMUNICATION – COMMITMENT



Planning
Resources
Responsibilities & authorities
Risk assessment
Corrective action etc.

Implementation
Shipboard operations
Drills & exercises
Recruitment & training etc.

Analysis

Feedback
Internal audits
Management review
Accident reports
Non-conformities etc.

Safe conduct of the ship
Safe & timely delivery of the cargo

- Competence
- Appraisal
- Education & training
- Working conditions
- Safety climate
- Learning from accidents
- Learning from near misses
- Manning & watch systems
- Fatigue/stress management
- Team working
- 'Making safety'
- Rewarding success
- Communication
- Consequences of human error
- Operating procedures
- Maintenance procedures
- Management procedures
- Documentation
- Publications
- System performance & reliability
- Instrumentation
- Automation
- Customer feedback
- Company culture
- Communications
- Performance
- Claims

HSEQ

Improvement

Feedback

Emergency response & preparedness

Operational processes & procedures

People

- STCW
- Investing in people
- ILO Conventions
- Occupational health and safety
- ISM
- ISPS
- IMO Resolutions, conventions & guidelines
- Industry Guides
- ISO 9001, 14001, OHSAS 18001
- Corporate Social Responsibility
- Environmental awards
- Voluntary codes
- Charterer's standards

Managers

- Accident reports
- Safety meeting minutes
- Safety reports
- Management reports
- Operational reports
- Technical reports
- Environmental reports
- Security reports
- Inspections
- Suggestions
- Crew appraisals
- Internal audit reports

Ship

DPA

- Feedback
- Education & training
- Corrective action
- Preventive action
- Safety alerts
- Security alerts
- Case studies

The principles for a human-centred approach to HSEQ

- Any changes to procedures, working practices, equipment and systems are based on an explicit understanding of users, their abilities, the expected work, and the working environment
- All aspects of the user's experience of procedures, working practices, equipment and systems are considered - from proposal to disposal
- Users are involved throughout any change
- Changes to procedures, working practices, equipment and systems are driven and refined by trials with users
- Relevant skills and knowledge are identified and applied
- Time and resources are allowed for adjustments and corrections