

# Corrective Action System to Support Safety



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# Back ground

- Under reporting of aircraft damage
- Automatic sanctions to the employee in case of aircraft damage
- Loss of “good will”
- System perceived as being unfair
- Focus on retribution instead of fixing the problem

# Disciplinary Process VS Safety

- The Disciplinary Process facilitates individual reporting of accidents
- The Disciplinary Process facilitates the employee honest participation in the investigation
- The Disciplinary Process benefits Flight & Personnel Safety

# Accident Investigation

- Use 10 step process
- Take immediate measures
- Decide who should investigate (severity assessment chart)
- Fact finding
- Description at the time of the accident/incident
- Define the standard practice

# Accident Investigation

- Identify the deviations
- Determine the causes of the deviations
- Verify
- Corrective measures
- Follow-up actions

# Human Factor Investigation

- Lack of communication
- Complacency
- Lack of knowledge
- Distraction
- Lack of teamwork
- Fatigue

# Human Factor Investigation

- Lack of resources
- Pressure
- Lack of assertiveness
- Stress
- Lack of awareness
- Norms

# Conference Call

- After the preliminary investigation has taken place
- Depending on the severity, up to V.P. and C.O.O. level
- Involves the first line supervisor and the employee(s)
- Involves the Safety dept.

The purpose of the investigation process is to use the event as a **learning** and **prevention** tool. The same philosophy should also apply to Discipline and its impact on our Safety Program.

# Basic Philosophy

- Under this System, we will not discipline an employee who causes a mishap to happen due to human error (Honest mistake). In such a case, coaching / training might be in order as well as participating in the preventive measures to prevent reoccurrence.

# Situations requiring Discipline

- On Purpose
- Knowledge
- Recklessness
- Drugs and alcohol
- Multiples acts of negligence
- Failure to report
- Failure to participate

# Rules violations

- Rule intended to prevent a mishap?
- Regulation or internal policy?
- Was the employee aware of the link?
- Norm within the department to deviate from the rule?
- Extenuating circumstances

# Attendant Circumstances

- Productive worker
- Usually follow safety precautions
- Never been involved in a mishap before
- Came forward and reported the mishap
- Encouraged by his superiors to engage in risky behavior
- Directed by his superiors to engage in risky behavior

# Attendant Circumstances

- Attempted to hide his mistake
- Participated fully in the investigation
- Lied about his involvement in the mishap
- Refused to participate in the investigation
- Sloppy work habits/horseplay/games, disruptive behavior
- Previously disciplined after a mishap involvement

# Impact on the Discipline Process

- The new process apply only to accident/incident investigations
- No changes to the current discipline process for other performance or behavioral issues