

The Human Element

a guide to human behaviour in the shipping industry



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**British Tugowners Association
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NO SMOKING



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What Is The Human Element?

“The human and organizational influences on marine safety & maritime system performance”

United States Coast Guard



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The Individual

Human Performance & Limitations
Training, Competence, Experience
Technical Skills
Non-Technical Skills
Knowledge, perception,
understanding
Human Behaviour
Motivation, personal goals
Psychological Contract
Fitness for Duty
Fatigue and Stress
Behavioural biases

The Job

User Centred Design
Equipment Design
Ergonomics
Procedures, Instructions
Operational Systems
Management Systems
Tools, Resources
Work & Rest
Tour Lengths
Task Allocation

HE

The Organisation

Leadership
Management Policies
Recruitment & Selection
Terms & Conditions of Employment
Organisational Culture
Safety Culture
Just Culture
Learning Culture
Quality Control, Compliance
Implementation of Policies &
Regulations

The Environment

Weather, Climate, Motion
Habitability, Living Conditions
Noise, Smell, Vibration, Lighting
On Board Culture
Social Conditions, Isolation
Contact with Families
Charterers, Shippers
Ports, docks, VTS
Suppliers, Financiers,
Manning agencies
Regulators
Training establishments



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What's The Problem?

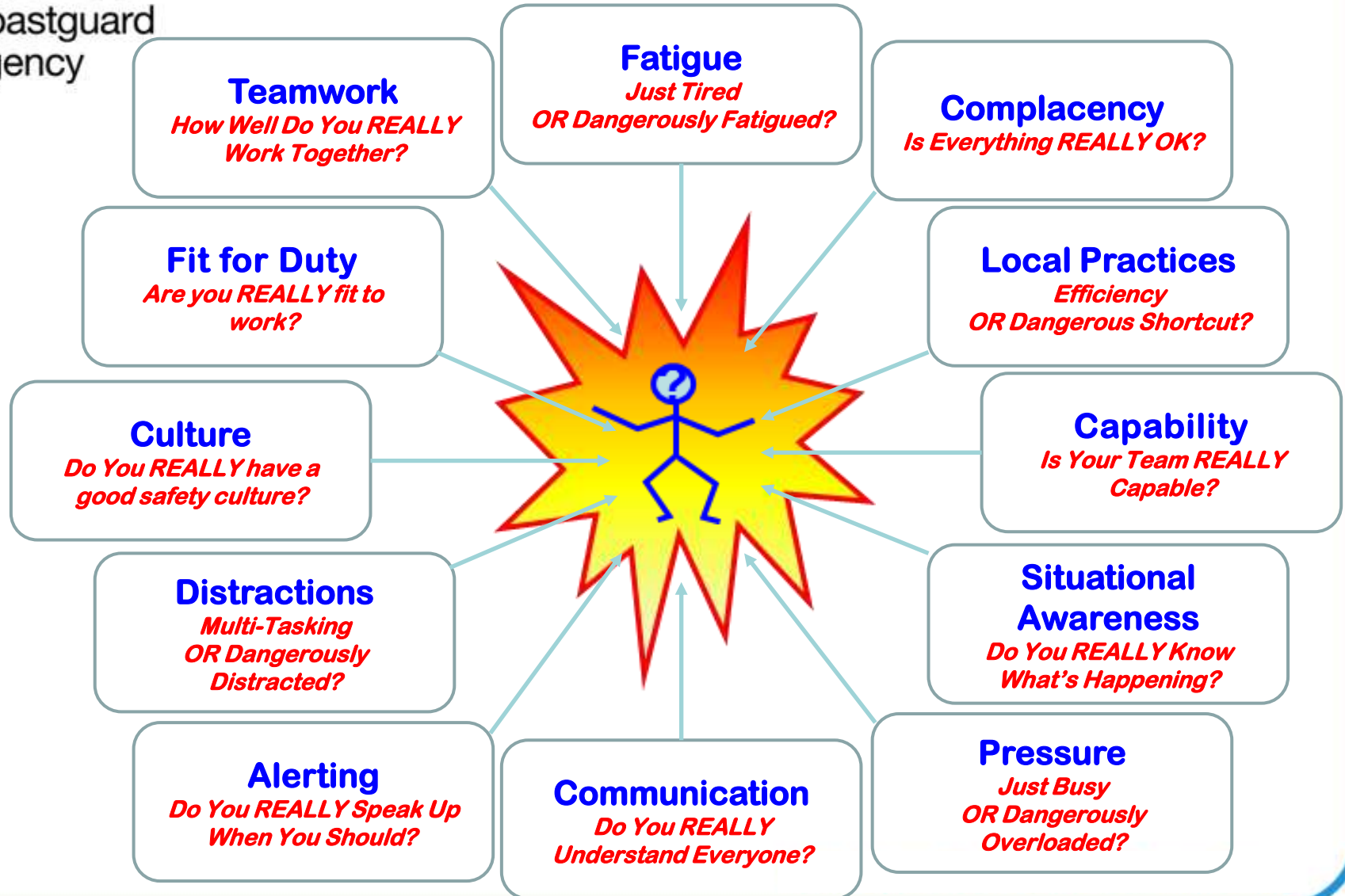
- Death and Injury
- Accidents
- Pollution
- Occupational disease
- Lack of wellbeing
- Technical Training
- Prescriptive Regulation
- Compliance
- Enforcement
- Risk Management

Mismatch between normal human capabilities & performance and what/how we are asking them to do



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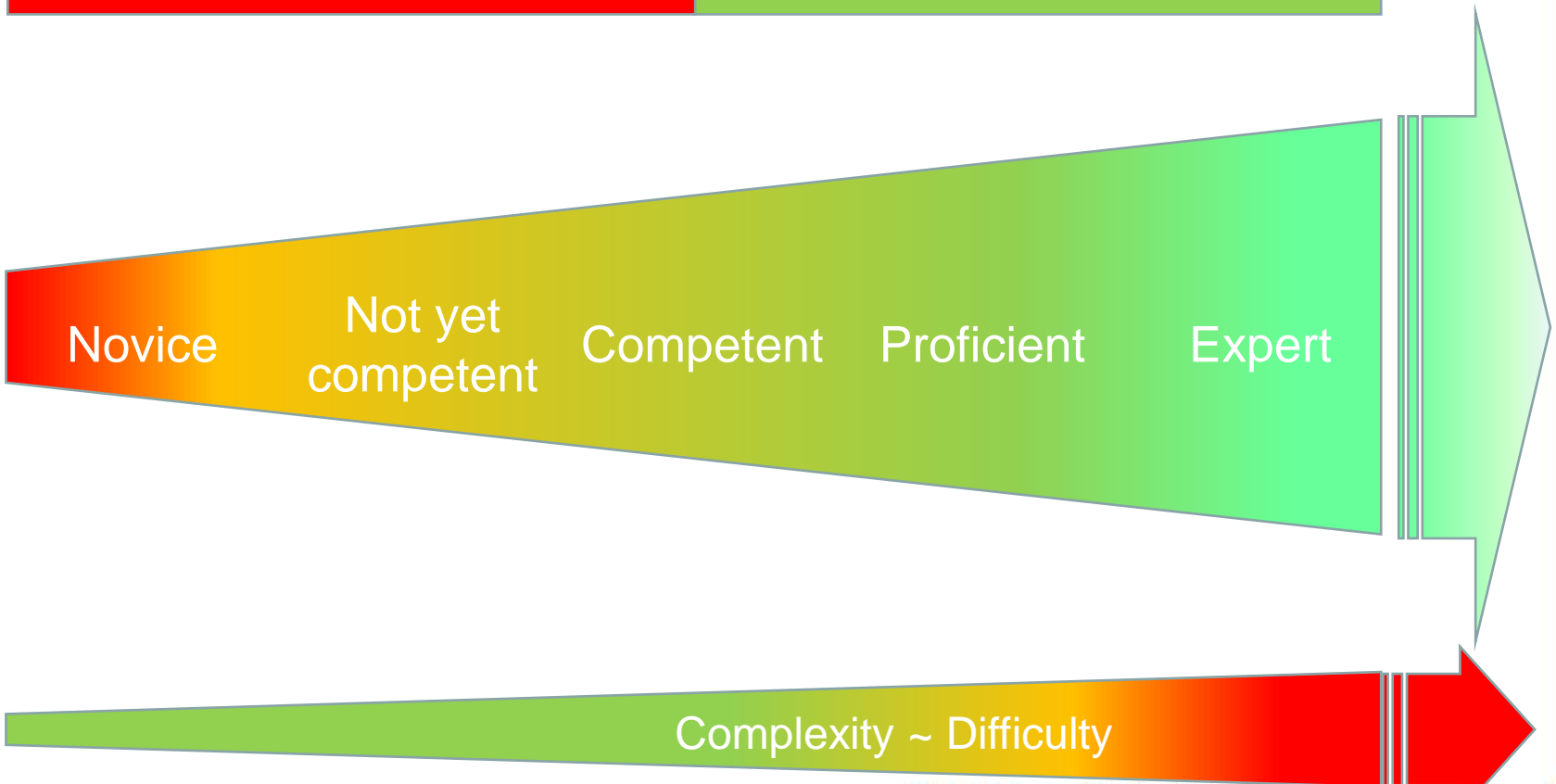
The Deadly Dozen





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Capability



Safer Lives, Safer Ships, Cleaner Seas



Culture

Do

- constantly look out for safety problems
- report all safety issues
- think “safety” at all times
- encourage safe behaviour in others

Don't

- assume everything is OK
- ignore or hide near misses
- ignore other people's unsafe behaviour
- believe safety is someone else's problem
- put off safety issues to a later date

- Code of Safe Working Practices for Merchant Seafarers (2016) Chapter 1
- Continuous improvement



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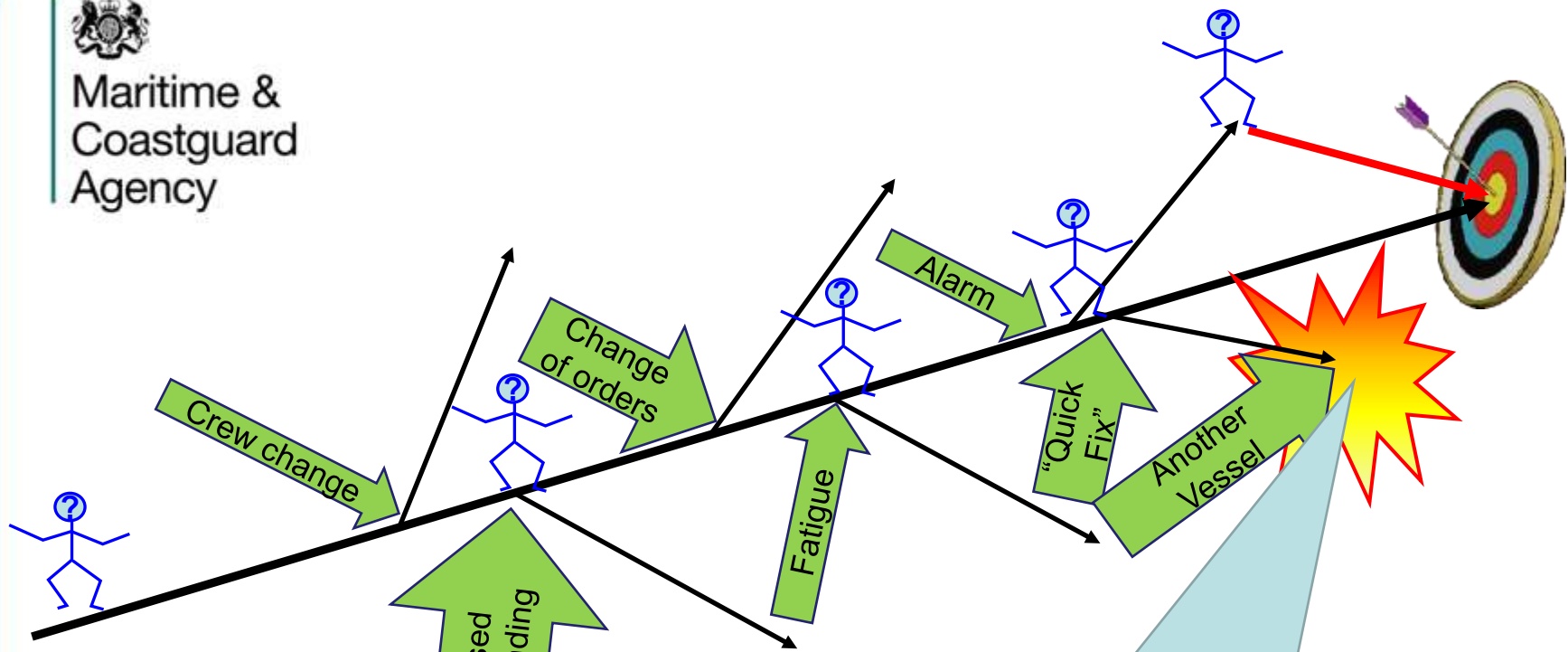
Fatigue

- Hours of Work Regulations 2002 and MSN 1842
 - Compliance
 - Transparency
- Risk assessment
 - Wider considerations (fit for duty)
- Fatigue Risk Management Plans
 - Proactive approach

Guidance in MGN 505(M)



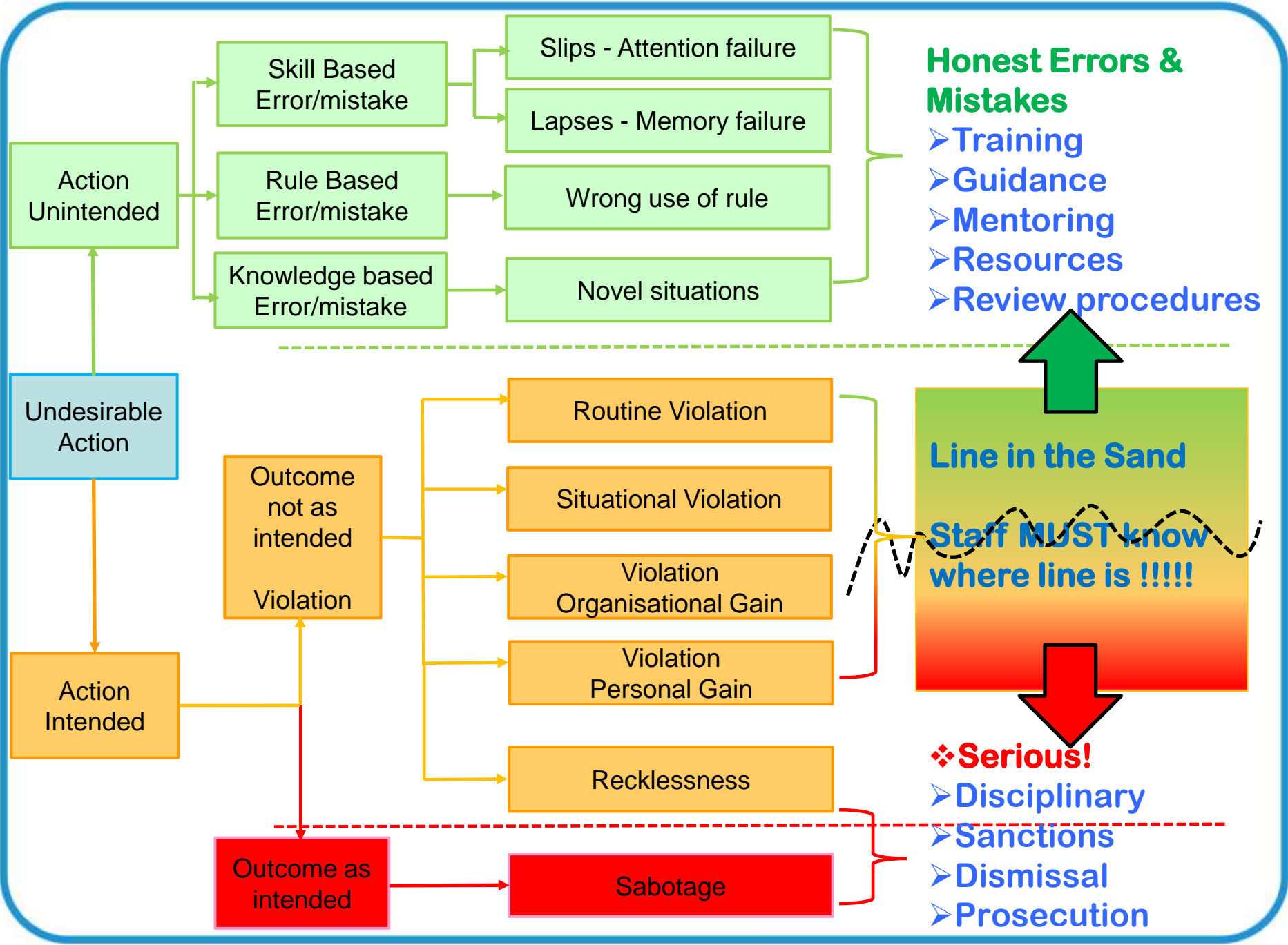
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Adapted from Dekker

How did **WE** allow
this?????

How did **WE** let our people
down so badly?????



Honest Errors & Mistakes

- Training
- Guidance
- Mentoring
- Resources
- Review procedures

Line in the Sand

Staff **MUST** know where line is !!!!

❖ **Serious!**

- Disciplinary
- Sanctions
- Dismissal
- Prosecution



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Thank you

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MGN 520(M) : The Deadly Dozen:

<https://www.gov.uk/government/publications/mgn-520m-human-element-guidance>