

Strategies for Addressing Human Error in the Construction Industry: Insights from HPO and HPI Perspectives

(a notion of sustaining perceptual
constancy)

2024



Presented by
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it's all about people, always has been and always will be



Core Business & Accreditation

*Incl. (CMS): Baseline HSE
Cultural Maturity Survey*



energy institute
EI Approved Hearts & Minds
Program & Tool Kits Provider



OPITO Recognized
Facilitator & Trainer



DOSH Approved
Training Provider



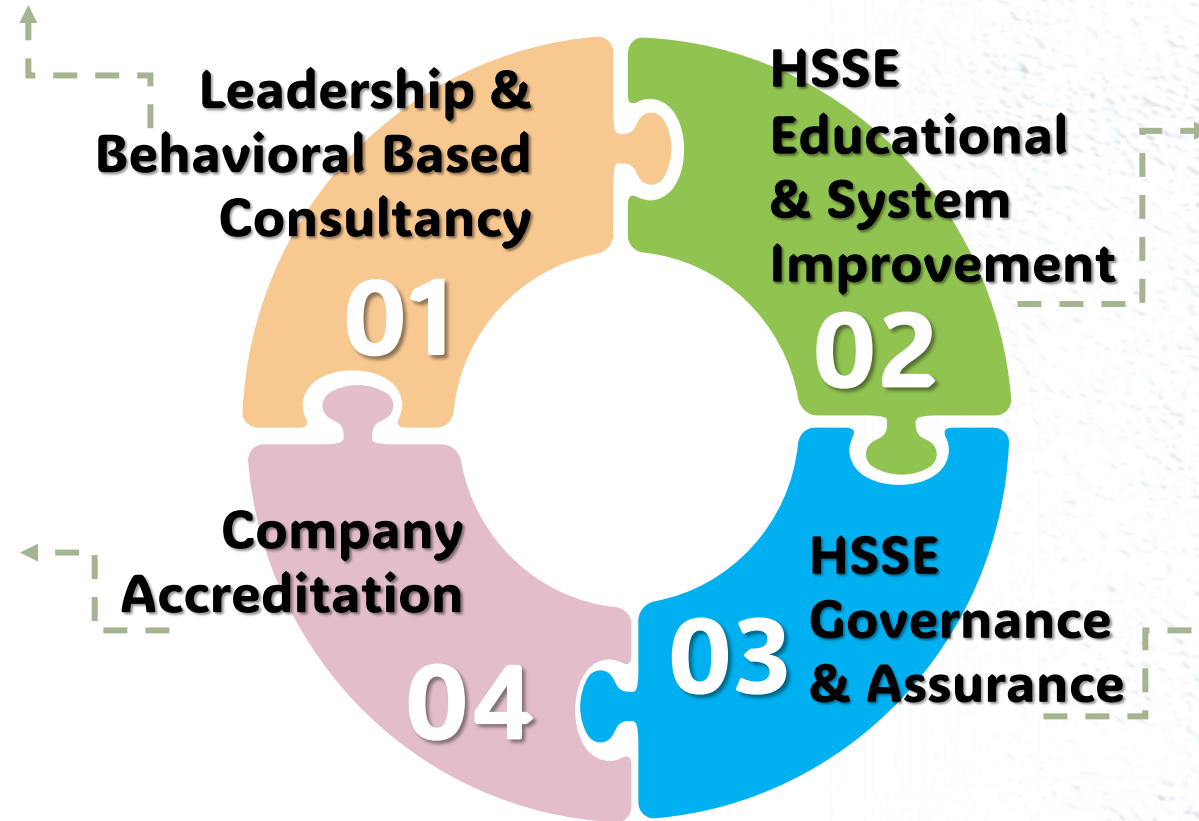
Approved Training
Provider & Trainers



HuFac & CRM
Specialist



Accredited International
Coaching Federation

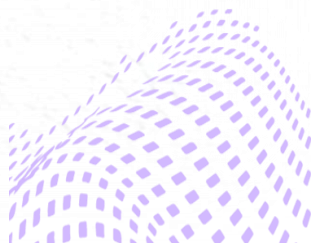


- a) ER / Crisis Mgmt & Assessment
 - b) HSSE related + Assessment
 - c) Lifting & Hoisting + Assessment
 - d) Digital Solution (BBS, HSE, etc)
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- a) Aligning statutory & regulated needs
 - b) Legal & Compliant Register (HSSE)
 - c) Annual HSSE Plan & Ops HSSE Bridging Doc.
 - d) HSE MS & HSE Studies



Commitment
Over
Compliance

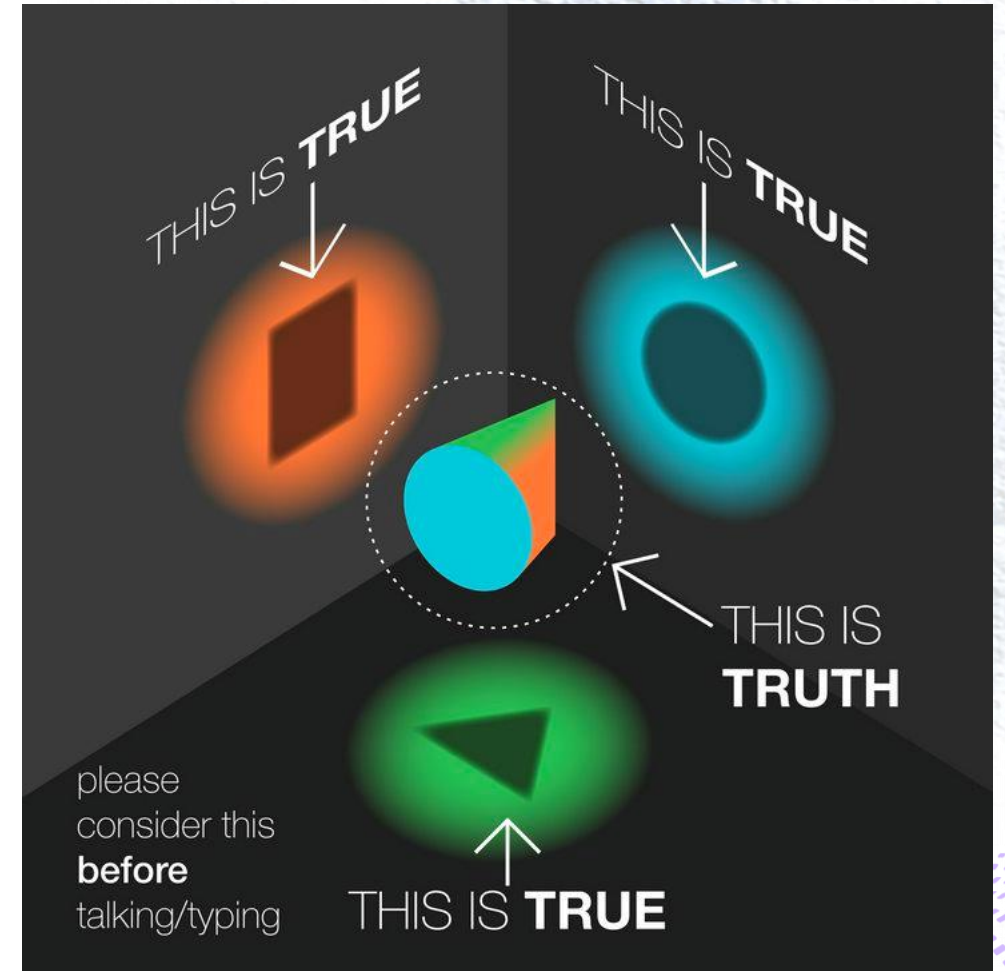
Towards Safety &
Health??



Perception

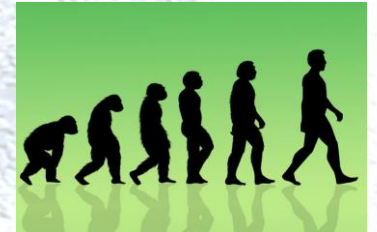
Notion : way of expressing a thought or belief, usually in a more informal or intuitive manner

“**Perceptual Constancy**, a crucial role in how **individuals perceive** and **respond** to **hazards** and **risks** in their surrounding relating to accuracy and consistent understanding of varying changes in perspectives that can help formulate effective risk assessment protocols and maintain accurate perceptions and respond effectively to potential hazards”



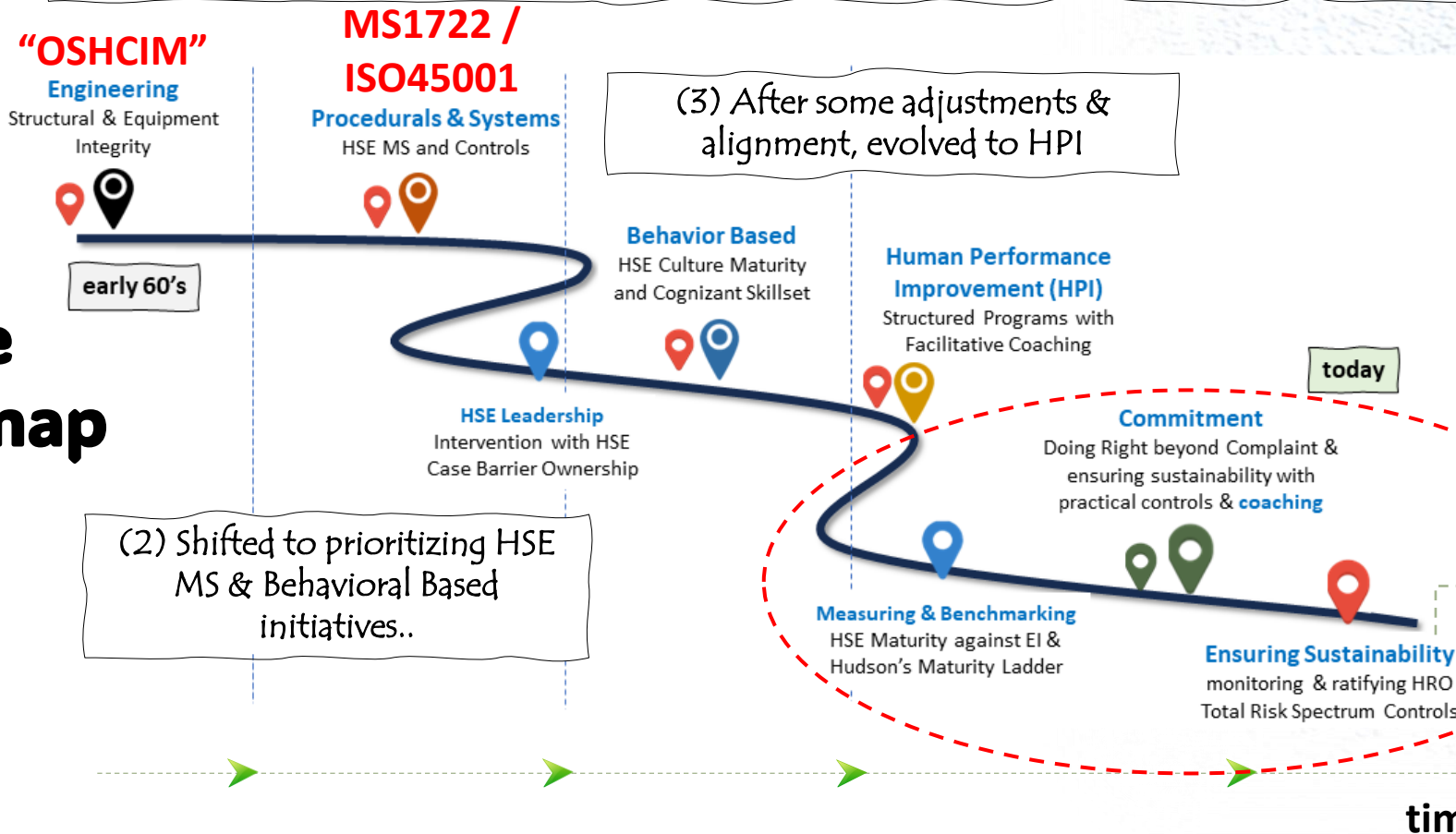
HSE Evolution Culmination

'spectrum of controls has reached it's pinnacle'



(1) HSE evolution transitioned in early 60's - belief that engineering & equipment integrity alone could mitigate/eliminate incidents

The Roadmap



(3) After some adjustments & alignment, evolved to HPI

(2) Shifted to prioritizing HSE MS & Behavioral Based initiatives..

(4) Evolution has reached its pinnacle, necessitating sustainability with ultimate spectrum of controls



Prioritizing Understanding of "the last Barrier concept"

SWISS Cheese Modelling



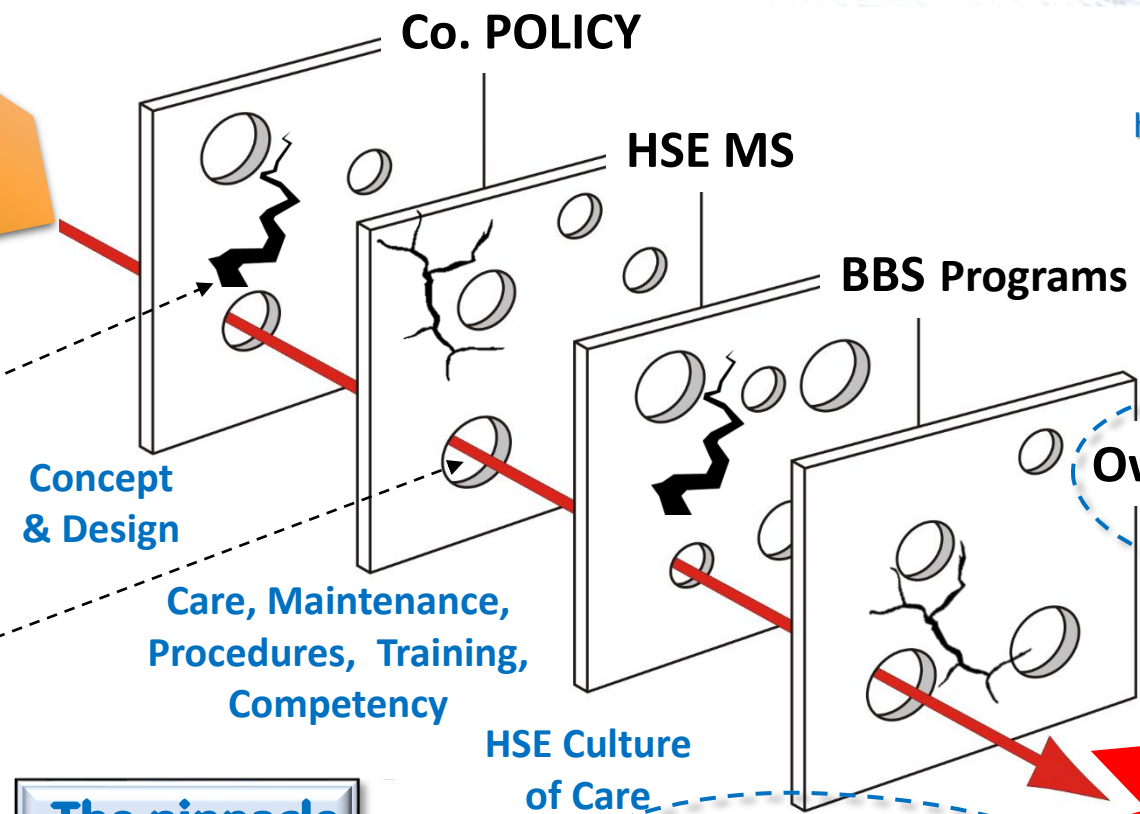
"It's all about people, always has been & always will be"

Threats Hazards



"Leading Indicators" are to repair CRACKS from becoming a hole

The HOLES in the Swiss Cheese are "Lagging Indicators"



Concept & Design

Care, Maintenance, Procedures, Training, Competency

HSE Culture of Care

Committed to OWN the Risk & Controls with collective intelligence

Ownership

Accident, Incident, Violation

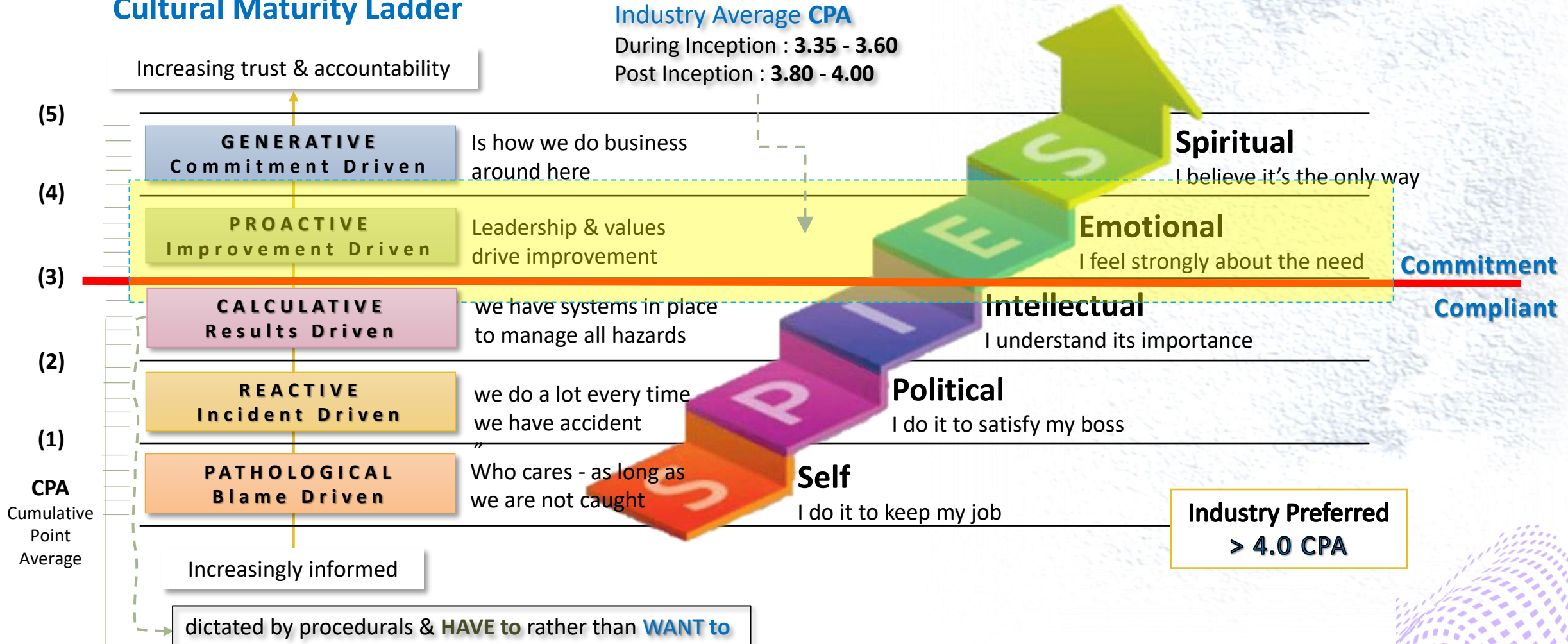
The pinnacle to achieved



The Benchmarking

EI & Hudson's Cultural Maturity Ladder

Industry Human Fundamentals SPIES Maturity Ladder





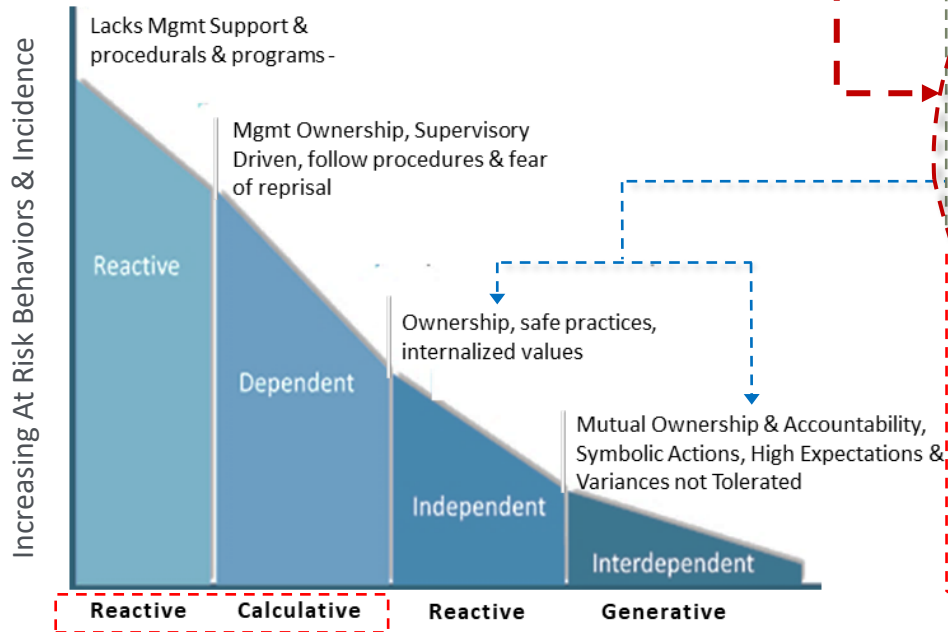
Measuring Mechanism:

Recommended Actions

Recommended Actions

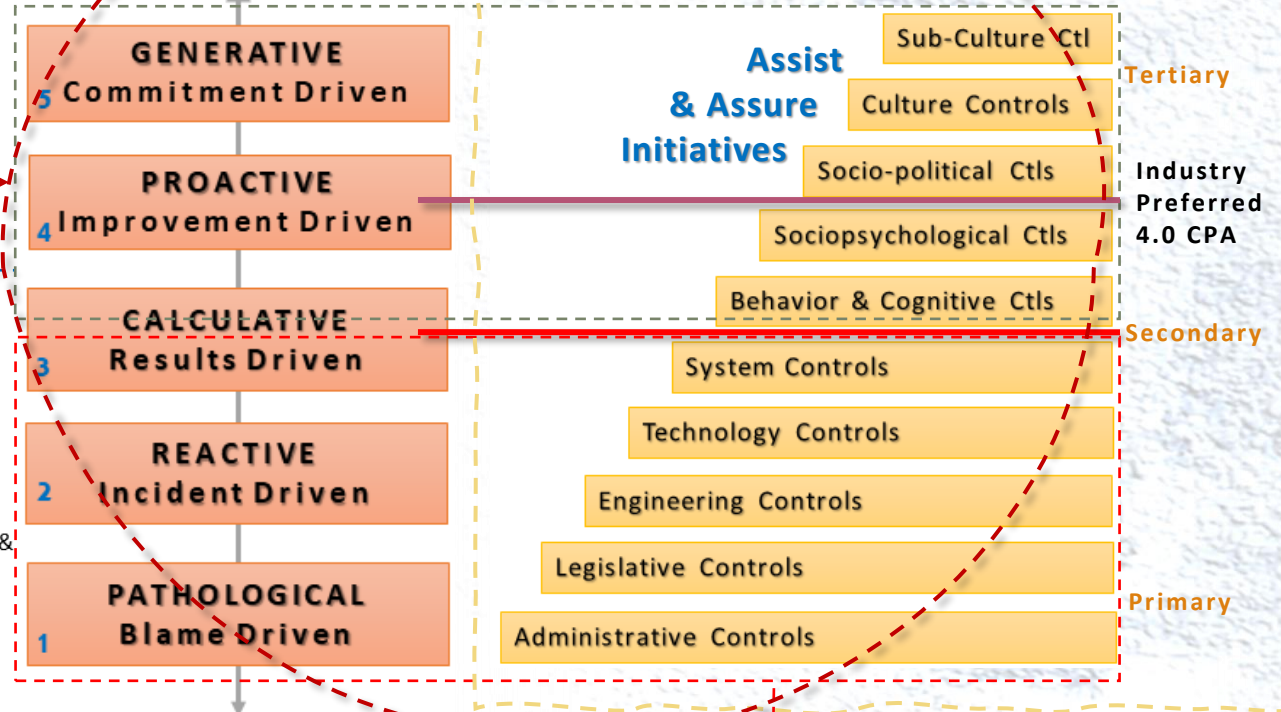
Du Pont's
Bradly's Curve

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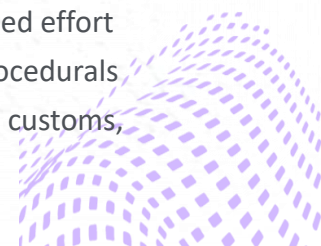
EI & Hudson's
Cultural Maturity

HRO Total Risk Spectrum



Recommended Improvement & Sustainability from HRO Total Risk Spectrum

- a) **Behavior, Cognitive & Sociopsychological** managing the behaviors thru actual implied effort
- b) **Socio-political Controls** : assuring compliant with regulators, company policies & procedural
- c) **Culture & Sub-Culture Controls** : managing social behavior attributed from beliefs, customs, habits of the individuals



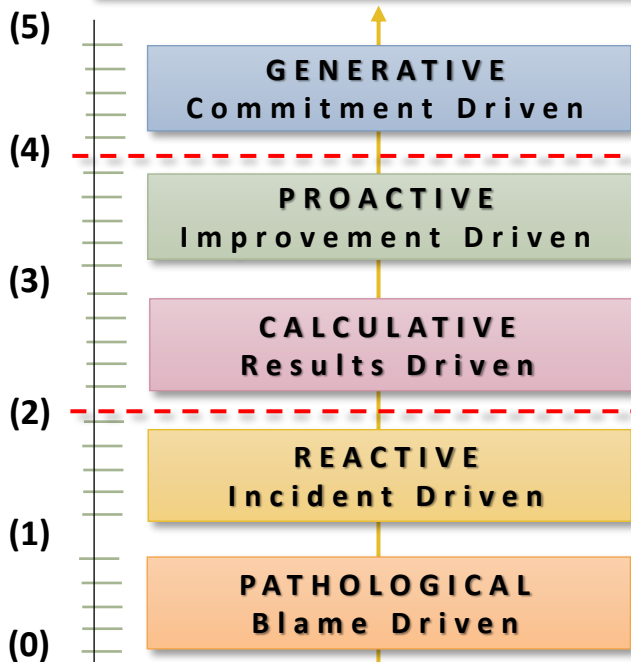


Measuring Mechanism:

Recommended Actions

EI & Hudson's Cultural Maturity

Increasing trust & accountability



CPA
Cumulative
Point
Average

Increasingly informed

HRO Total Risk
Spectrum

Recommended
Controls



Tertiary Controls

- **Culture & Sub-culture**
managing social behavior attributed from beliefs, customs, habits of the individuals

Secondary Controls

- **Behavior & Cognitive**
- **Sociopsychological, Socio-Political**
assuring compliant with regulators, company policies & procedurals

Primary Controls

- **Administrative, Legislative**
- **Engineering, Technology, Systems**
managing behaviors thru actual implied effort

Commitment
Compliant

Construction
is still here



Measuring HSE Maturity

The Challenges

'fitting the issues with industries'

There shall be **deliberate action** transforming workforce from a **compliant based to commitment-based culture** and defined as:

SCORPION
TACT SERVICES

- 1 delivering both **safety related & performance excellence** in tandem as shared goals across the organization,
- 2 a **learning organization**, that thrives on lessons learned to improve compliant and commitment
- 3 a **organization that defines** critical skills, knowledge, and competency by position, focusing on leadership
- 4 a **norms of current narrative** comprising multi-nationality workers with basic intellectual stimulus and desires
- 5 a **tedious journey** not facing the norms but **it's the norms that we have to face with.**



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has been and always will be*