A Community Approach to Safety:

WE ARE A COMMUNITY:

- Common Goals & Objectives
- Within the same environment
- Similar Industry standards & practices
- With the same Challenges
- We mutually benefit or suffer from each others’ policies, procedures and cultural norms present in our culture
Our Safety Perspective

Bridging the behavior gap:

**SIF Precursors** - “a high-risk situation in which control methods are absent, ineffective, or not complied with and allowed to continue”

Larry Simmons (Kagerer and Simmons, 2016)

- Controls & Procedures do not change behavior
  - Training ≠ Behavior Change

- It’s not a knowledge deficit it’s a habit deficit
  - Our decisions are based on emotions and **social context**
  - We don’t always do what is in our long-term best interest

- Systemic weaknesses drive & enable Individual actions/errors and non-compliance trends

**SIF = Serious Injury & Fatality**

**SIF Systemic Precursors**
- Normalized Deviations
- Unmitigated Org Weaknesses
- Ineffective Mgt. Controls
- Misinterpreted work priorities
- Uncalibrated risk perception
- Safety decisions not based on data
- Lax leadership oversight/ownership
- Systemic indifference to safety
Safety Context

Your Safety Programs must be robust and proactive with strong leadership commitment – its effectiveness drives your safety culture. Your culture drives your employee's safety habits (good or bad).

• The Port’s SMS focuses on maintain awareness of operator’s conformity with contractual requirements, including Rules & Regulations and industry safety standards via “reasonable surveillance” of operational conditions
• The port does not Direct the work of, train, control, advise or instruct your employees or how you perform your work.
Safety Obligations:

Your Responsibly

- Take “Reasonable Care” to prevent and detect hazards, hazardous conditions, or system deficits in your culture, work areas & practices
- Follow the required safety practices for your work activities (IGOM, ISAGO, IOSA)
- Assuming the responsibility of the safety of your and your contractor’s employees;
- Not creating safety hazards for the employees of other operators
- Comply with WISHA (L&I) and Industry Standards
- Train, inform, educate & evaluate own employees

Airport

- Exercise authority to correct, or assure correction by others, safety hazards
- Conduct and document frequent & regular inspections of operator’s site-specific work (Airfield, Public & common areas)

Airport Can’t:
- Change your culture
- Direct or manage your employees

Leadership engagement & accountability
- Proactively mitigate & implement controls & processes
- Be authentic about safety & ALWAYS be the example
- Own your system/organizational deficits & make continuous improvements

QA program
- Inspection of operational activity for trends and behaviors
- Audit management processes to ensure that policies, procedures & risk-based controls are implemented & effective.
- Assure maintenance of GSE in safe condition (PIT standards)

Behavior Management
- Habit Management
  - Supervisor’s - oversight & compliance
    - Lead by example
  - Staff – Always follow the rules
    - interrupt unsafe habits

Cultural
- Just Culture – non-punitive culture
- Systemically focused on root cause
- Reporting Culture

Meet all OSHA/WISHA/L&I requirements for your employees
Maintain Equipment to WS L&I
What we track & what it tells us

- Hospitalization/Loss of Life/Limb/Eyesight
- Property Damage $30K+
- Damage to Aircraft Affecting Flight/FAA Reportable
- "Adverse Effect" Wildlife Strike
- Runway Incursion
  - Injury Requiring Transport
  - Property Damage $1K-$30K
  - Inadvertent contact with aircraft causing aircraft to be taken out of service or maintenance finds damage
  - Triggers Event Wildlife Strike (non-adverse effect)
  - Surface Incident
- Injury Not Requiring Transport – Return to work immediately
  - Property Damage < $1000K
  - Inadvertent Contact with Aircraft or bird strike not causing damage or taken flight out of service
  - Crossing the Vehicle Control line
- Company Reporting Culture
- Root causes & contributing Factors
- Underlying systemic concerns/issues
- System/facility/process Gaps
- Performance status/ranking
- Awareness of operator’s conformity with contractual Requirements, industry safety standards to assure a safe work environment (Airfield, Common areas)
- Exercise authority to correct known safety hazards
- Continuous Program/Process improvement
- Resource allocation priorities

Citations/warnings
Compliance
GSE Condition/Safety Performance Audits
Safety Observations

- Latent SIF Precursors within Org
- Cultural / Systemic Norms
- Oversight & leadership engagement
- Efficacy of internal Controls
- Ground Service Equipment Condition
- Adherence with Industry Best Practice
- Oversight & leadership engagement
- Efficacy of internal policies/practices
- Behavior/compliance awareness
- Lighting/facility concerns/deficits
- Effectiveness of practices & policies
- Contractual conformity

# per Co
Co. Ops/100K = Incident Rate

- Behavior Norms / Patterns / Habits
- Compliance Awareness & Attitudes
- Company training & proficiency efficacy
- Rules & Regulation conformity
- Trends and Hot Spots
- Safety Hazards
- Lighting/facility concerns/deficits
- Effectiveness of practices & policies
- Contractual conformity

- Exercise authority to correct known safety hazards
Your Responsibility as a Manager/Supervisor:

• Report all incidents/accidents that occur on the Airfield or Airport Proper
• Provide sufficient oversight and control of your own employees and subcontractors
• Assure Compliance with IATA, IGOM, Airport Rules
Enforcement:

SEA has two enforcement methods to assure compliance with SEA Rules, Regulations & Standards.

**Individual Infractions**: Each infraction is assigned a point value based on the severity of the infraction. Points are cumulative with escalating penalties but drop to zero should no additional infractions occur in 12 months. If 12 points are accumulated in a 12-month period, driving privileges may be revoked.

**Organizational Non-Compliance**: Offences are imposed based on unabated trends or systemic weaknesses and are assigned progressive fines. At 5th infraction License to Operate is placed on probation for 12 months. If after 12 months, safety performance remains below standard, License will not be renewed.

For Current info - Link to Rules & Regulations: [SEATTLE-TACOMA INTERNATIONAL AIRPORT SCHEDULE OF RULES AND REGULATIONS NO. 5 (portseattle.org)](https://portseattle.org)
Safedock Operations:

Safedock/Safegate is utilized at SEA as a secondary layer of safety for arriving flights.

All ground support crews must be trained by the operator on the proper use and limitations of Safedock.

- Safedock is **NOT** a substitute for ground personnel, wing walkers or marshallers. Ground personnel are expected to be onsite prior to & during arrival of aircraft.
- Safedock does not scan the entire safety envelope and a pre-arrival inspection must be performed including assuring all equipment is outside the safety envelope/equipment restraint line.

SAFEDOCK IS NOT A SUBSTITUTE FOR GROUND PERSONNEL, WING WALKERS OR MARSHALLERS

The Primary function of Safedock is to safely and efficiently park an aircraft. The Safedock system is a **BACK UP SAFETY SYSTEM** designed to enhance current operations by allowing ground crews to concentrate on maintaining a safe area of operations.

- All ground service providers are required to follow individual airline procedures.
- At any point, before or during an operation, there is a large red button on each control panel which will display "STOP", which can be pressed to stop an aircraft coming in.
- Safedock System does not scan the entire safety envelope. Each gate has a defined scan area (see attached documents)
- Any issues with the system must be reported to ACC 206-787-SAFE.

If you have any further questions, comments, or concerns, please reach out to Will Steinberg (Steinberg.W@portseattle.org), Jess Sanford (Sanford.J@portseattle.org) and Tim Toerber (Toerber.T@portseattle.org).

Please see the attached PDF documentation for ramp crews.
SEA Apron Markings:

Designed for Safety & Idle thrust only:  (Link to POS striping/Marking doc.)

SEA has many unique markings that you must know and understand. For a complete listing and to learn their application, use the link above to view the complete document.
Safety Communications & Resources:

- **Committees:**
  - Safety Manager’s Meeting – 2nd Tuesday of the Month - email waterton.a@portseattle.org to be added to the invitation & distribution list
  - Quarterly Safety Leaders Meeting - email waterton.a@portseattle.org to be added to the invitation & distribution list

- **Orientation & Proficiency:**

