



**“Carelessness and Overconfidence are Usually More Dangerous than Deliberately Accepted Risks.”**

*by David Crowner*



Wilber Wright’s quote continues to resonate today, particularly regarding Safety Management, because Safety Management is Risk Management and carelessness and overconfidence remain the predominate factors in many incidents.

“Deliberately Accepted Risks” are those risks that we are aware of and understand their unmitigated consequences as well as the mitigations or controls necessary to safely engage in or minimize the risks of certain activities or conditions. It requires that we assess activities and conditions for risks and evaluate them based on an “acceptable” level of risk. Risks are now known, and mitigations built into our practices and controls to allow us to proceed safely.

However, when carelessness and overconfidence are allowed to prevail these practices and controls erode and the risks elevate to an unacceptable level.

Management and leadership must always be diligent in assuring that mitigations and controls are complied with and enforced. Such lack of oversight allows carelessness and overconfidence to prevail, and compliance suffers.

If you see anyone performing an unsafe act, developing an unsafe habit or not complying with any rules, regulations, standards or controls, interrupt them and let them know why it so important to follow these rules.

In this quarter’s newsletter we share several of our programs and controls integral to our deliberately acceptable risks. The effectiveness of these controls, however, is dependent on all our oversight and assurance efforts.

David Crowner

Sr. Mgr. Av Operational Risk & Safety

## **Standing up for Safety – Reducing Lack of Assertiveness by Adam Varo**



Of the many human factors we have to overcome in the field of safety, one of the most challenging is a lack of assertiveness, and there are many reasons for this. It can be quite uncomfortable challenging others when we see something that isn't being done correctly, or when we are given instructions that are counter to the fundamentals of safety in the workplace. Sometimes this is because we don't want to challenge friends and colleagues, other times it can be in being unsure in challenging someone we don't really know. Probably the most difficult of all is in challenging those who direct our work, or people that are experts in one field but perhaps not in the area in which you need to challenge them.

I have personally experience this in working with aircraft deicing, specifically pilots and aircraft mechanics. Of the many human factors we have to overcome in the field of safety, one of the most challenging is a lack of assertiveness, and there are many reasons for this. It can be quite uncomfortable challenging others, when we see something that isn't being done correctly, or when we are given instructions that are counter to the fundamentals of safety in the workplace. Sometimes this is because we don't want to challenge friends and colleagues, other times is being unsure in challenging someone we don't really know. Probably the most difficult of all is in challenging those who direct our work, or people that are experts in one field but perhaps not in the area in which you need to challenge them. I have had personal experience this in aircraft deicing when working with pilots and aircraft mechanics, who are indeed experts in operating aircraft or in maintaining and repairing aircraft, but not necessarily in the work of deicing aircraft unless they also have done a fair amount of this specific work. Coupled with this is the fact that we often prioritize the presentation of confidence over the reality of competence. It's often pretty easy to take the word of someone who sounds like they know what they are talking about even if they don't actually know, whereas experts are often much more cautious in their language precisely because they do know what they are talking about and also what they can and cannot be confident about. In our work on the airfield then, we should all have some level of familiarity with comfort levels around challenging unsafe or incorrect practices in our workplace.

What then can we do about a lack of assertiveness? On an individual level, there are a few things that can help. The first is to make sure that you are educated about what

a few things that can help. The first is to make sure that you are educated about what you are doing at work and just as importantly, why we do things the way we do. Often times we are presented with information in our new hire training and again periodically as a refresher, but you should know how to access company policies, company training materials, and airport rules. The more you know, the easier it is to gain a level of comfort in challenging things that fall outside of what should be happening in the workplace. You may also be able to more easily identify areas where the policies don't fit your actual work well, which is often how we end up deviating from the standard in the first place. This can allow for adjustments or local variances to be made that can benefit everyone and will also be able to ensure that adaptations to policies are considered for safety impacts as well as operational impacts. You can also get to know people that you work around but don't necessarily work with on a regular basis. This familiarity can help reduce the temperature when these conflicts inevitably happen. Finally, remember that just because someone is an expert in one area, that doesn't make them an expert in other areas. You may know a lot about how to load an aircraft and turn a flight around, but that doesn't mean you know how to operate the aircraft, and the inverse is likely true for the pilot, unless they have background working on the ramp. We should trust each other in our respective areas, but it's always ok to stop and ask questions, and particularly so if we see a hazard or unsafe situation, or when we are being asked to do something that is not in line with our safety best practices and policies.

On an organizational level, this is also a big challenge. Building not only levels of trust but also the comfort level for employees to challenge unsafe behaviors or instructions takes dedication. Leaders have to constantly reinforce that all employees are empowered to challenge unsafe situations. All employees need training and mentorship to ensure that they can build not only their own expertise but also to ensure that their expertise is founded in the organizations actual policies and not operational norms and bad practices. It is also critical to reinforce this message when dealing with hazard reporting and with investigations, as well as in routine communications with the workgroup. Despite an organization's best efforts, trust is challenging to build and easy to lose, and requires continual effort to maintain.

Having frank discussions about safety and lifting up examples of employees who do show assertiveness in dealing with unsafe situations is an important part of building trust and increasing employee confidence and assertiveness. As always, safety is a collaborative effort and happens only through continual and intentional effort.

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## New Safety Assurance Specialist by Juan Martell

Please join me in welcoming **Nathaniel Davis** to his new role as the **Safety Assurance Specialist** in the SMS team. Nate comes to us from security where he worked for 4 years as a Security Access Specialist.

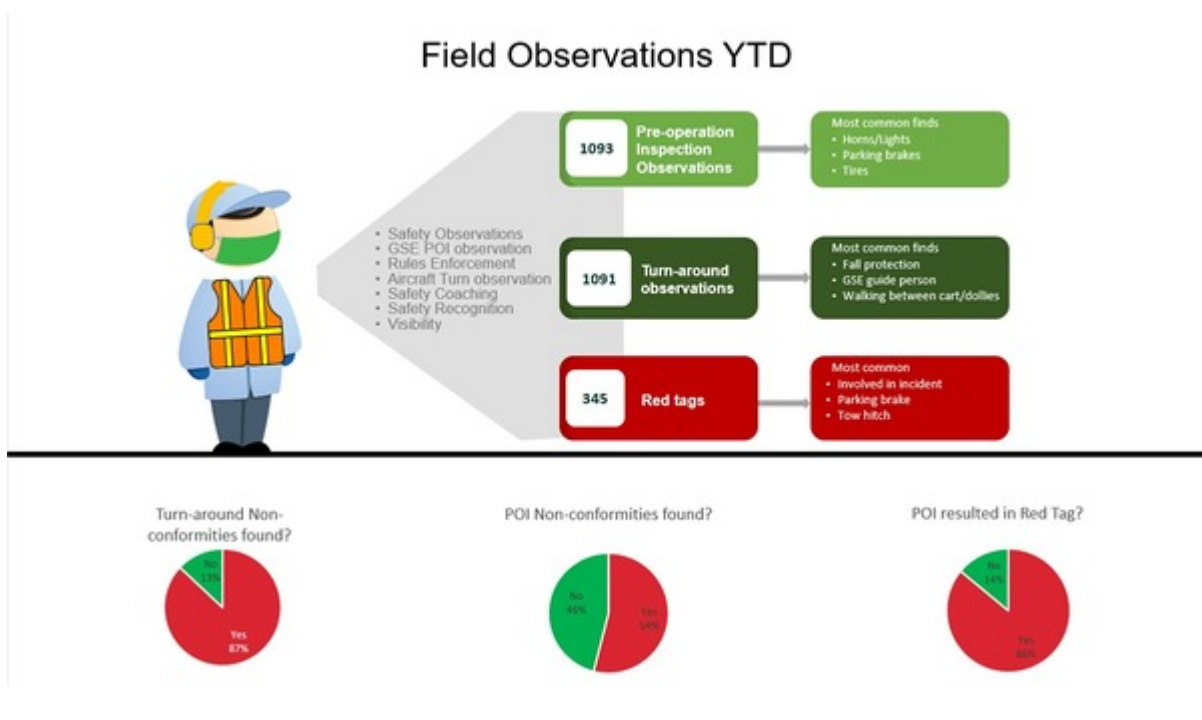
Nate first came to us as a PortAbility intern back in June 2021 in our second round of interns. He worked with us for two rounds of internships, with hard work and initiative helped make the case for a full time FTE and make the internship program a success.

Prior to the Port of Seattle Nate worked safety in Menzies as a Station Training Officer/Safety, Security and Education Supervisor.

In his free time Nate likes to camp and kayak and goes to Arizona to visit his family. His favorite food is yellowtail sashimi, favorite aircraft is the SR71 (great choice). Please make him feel welcomed to his new department when you see him around the AOA.

### What Are Field Observations?

What does a Safety Assurance Specialist (SAS) do? The SAS performs pre-operation, turn-around observations and AOA / Bagwell audits to assess the safety compliance on the AOA. Below is an example of the data we collect based on the field observations.



## Fall Driving by Alicia Waterton



Change of seasons is here. Summer is over and fall is coming, and so is the wet and windy weather. Here are few reminders to stay safe on roads:

- Rain, fog, frost and even sun glare are just few driving hazards you will encounter this fall
  - **Give yourself extra time** to get to your destination
  - **Daylight is decreasing**, which means **visibility is reduced**
- **Vehicle needs longer distance to stop** in wet conditions
  - **Slow down** and **maintain a safe distance** between vehicles
  - **Always, wear your seatbelts!**

These few reminders are important but when **was the last time you checked your vehicle's headlights, taillights and turn signals?** Are they working properly since darkness will be a part of our morning and evening driving conditions. How is **the heating and wiper system?** When was the last time you checked **the tires to make sure they have with sufficient tread depth?** As we all know Pacific Northwest gets a lot of rain, so ensuring all those systems work correctly is important. We take for granted our vehicles and expect them to work properly all the time, but as any mechanical objects it is drivers responsibility to make sure all is in working conditions. Here at SEA airport we do Pre-Operations Inspections (POI) prior to using any vehicles, why not do the same for your own car/motorcycle/bike, etc. Safety takes many forms and making sure we take care of our vehicles is just one small part in making our community a safer place.

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**NEW WILDLIFE BIOLOGIST!**



**My name is Alexander Lauber**, but most folks call me Alex. I'm a new Aviation Wildlife Biologist at Sea-Tac International Airport. I came here after working as an Aviation Wildlife Technician at Portland International Airport for over 16 years, implementing the Wildlife Hazard Management Plan there. Much of the work I did there, and will do here, involves raptors that pose risk to aviation safety. I've been trapping and banding raptors for over ten years. I've volunteered with other organizations over the years trapping, banding and studying raptors. I've worked with Coastal Raptors in Washington, and with the Global Owl Project in Oregon. I have my own Western Screech-owl study project in Portland that I hope to expand to my neighborhood here. I look forward to picking up Sea-Tac's Raptor Strike Avoidance Program and making aviation safer for everyone! You can reach me via email [lauder.a@portseattle.org](mailto:lauder.a@portseattle.org) or phone 206.880.8689.

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## **COCKROACHES AND PROBLEMS MONITORING**

*by Tino Petterson*



Cockroaches. Just the thought and/or sighting of this little insect can cause considerable psychological and emotional distress. In the US alone there is over 55 species, of which only 7 of these are considered public health interest. For they are prominently found in human dwellings. These species are the German cockroach, American cockroach, Oriental cockroach, Brown-banded cockroach Australian cockroach, Smoky-Brown cockroach, and the Brown cockroach. Now, usually small but can cause much larger issues through sanitation and disease. All it takes is one cockroach or egg case hitching a ride on luggage, on/in food and beverage boxes, animal food, etc. to start an infestation. Each egg case holds between 15-45 eggs depending on the species. Once in a location population will continue grow to the extent of its food source, then start expanding out to new locations. Usually along electrical, water, sewer, or cables lines in the walls. They prefer warm/moist areas like below refrigerators, coffee makers, microwaves, ovens or any place food is in abundance. Which is why its so important to be proactive.

Our proactive approach relies on 3 main strategies; monitoring devices, sanitation audits conducted on a monthly basis and reports from STIA employees at **206-787-SAFE (7233)**. Each one of these allows us to see what's going on day or night and react as necessary. The problem is our *monitoring devices* keep being removed. Most likely when areas are cleaned. Could be miss understood as trash or possibly just a eye soar. Either way these devices provide an essential part to our proactive approach. So, if anyone sees one of these devices, please leave it alone. It's there to promotes health, improves the quality of the environment and thus, the quality of life here in our community.



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**Thank You for Participating in FOD Walk!**

## FOD WALK 2022



SEA Seattle-Tacoma International Airport



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