



Human Factors in Incident Investigation

Integrated solutions including consultancy services, training and HF-AIR™ software.

Find out **what** happened and **why** it happened.

-  Identify the root causes of accidents and incidents.
-  Use a structured investigation process to gather and analyse facts.
-  Involve relevant stakeholders to improve workplace safety.
-  Implement corrective actions that prevent future incidents.

IHF's approach is to understand the human, organisational and system factors behind incidents and transform events into opportunities for lasting improvement.

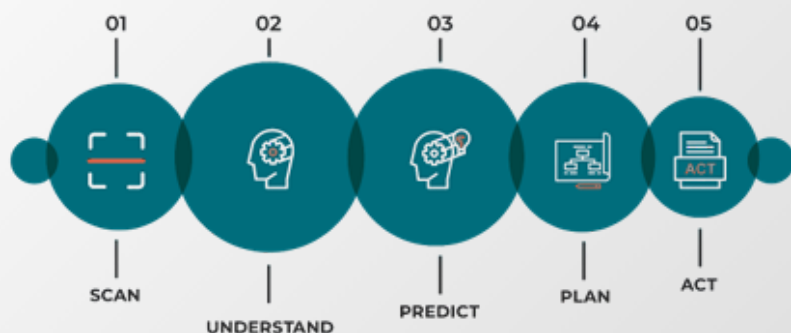
Human Factors Matter
Don't just blame human error.

Human error is never the only cause, and underlying factors often include:

1. Lack of Training
2. Poor Equipment Design
3. Unsafe Working Conditions
4. Inadequate Planning
5. Weak Safety Culture

The Goal?
To learn, improve, and prevent incidents from happening again.

SUPPA™ Investigative Model



Scan: What information was available?

Understand: How was the situation interpreted?

Predict: What outcomes were expected?

Plan: What decisions and actions were selected?

Act: What happened and why?

The Benefits

- ✓ Identify underlying causes rather than symptoms.
- ✓ Reduce the likelihood of repeat incidents.
- ✓ Improve organisational learning.
- ✓ Strengthen safety culture.
- ✓ Develop more effective corrective actions.
- ✓ Gain insight into human and organisational performance.
- ✓ Support compliance and regulatory investigations.



From Blame to Learning

Rather than asking **“Who made the mistake?”**

Human factors informed investigations ask:
“What conditions, influences and factors made those actions possible or likely?”

This leads to more effective recommendations, stronger learning and safer operations.