INTEGRATED **HUMAN** FACTORS

# What Good Human Performance Management **Actually** Looks Like Under COMAH Regulations

***Ask Yourself:*** *Would your approach stand up to regulatory scrutiny and help prevent major accidents?*

www.ihf.co.uk

# Managing Human Performance = **A Regulatory Requirement**



Topic 1 of the **COMAH Competent Authority: Inspecting Human Factors at COMAH Establishments Delivery Guide** relates to “Managing Human Performance” and Human Factors Specialist Inspectors are likely to inspect and rate this topic first, making this an integral part of the general duty under COMAH and Regulation 5 of The Control of Major Accident Hazards Regulations 2015.

Paragraph 82 of the L111 Guidance on Regulations states:

*“Where reliance is placed on people as part of the necessary measures, human factor issues should be addressed with the same rigour as technical and engineering measures.”*

**If safety-critical tasks rely on people, regulators expect evidence that those tasks are identified, understood and actively managed.**

# **Human Performance** Is About Understanding Real Work

One of the biggest misconceptions IHF see is that Human Performance is simply about completing an assessment.

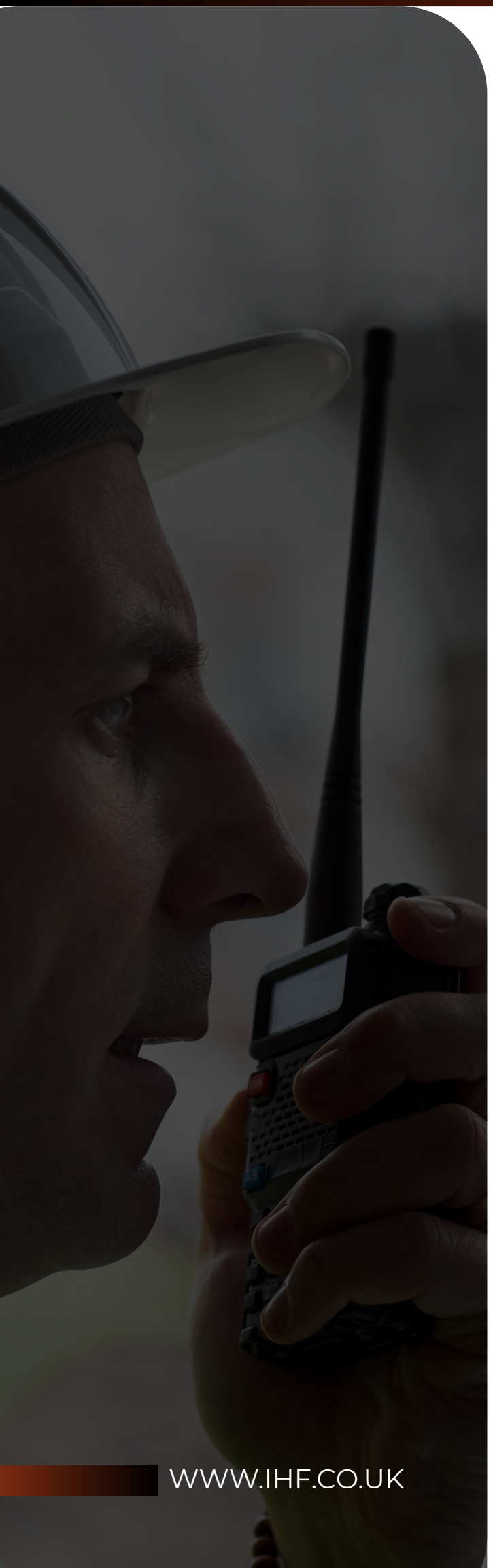
**In reality,** the sites that see the greatest benefit use Human Performance as a starting point and a practical tool to understand where human error could contribute to major accident hazard (MAH) risk and to identify practical steps to prevent it.



# Human Performance Is Embedded in Decision Making

Good Human Performance management is reflected throughout an organisation’s systems and processes, including:

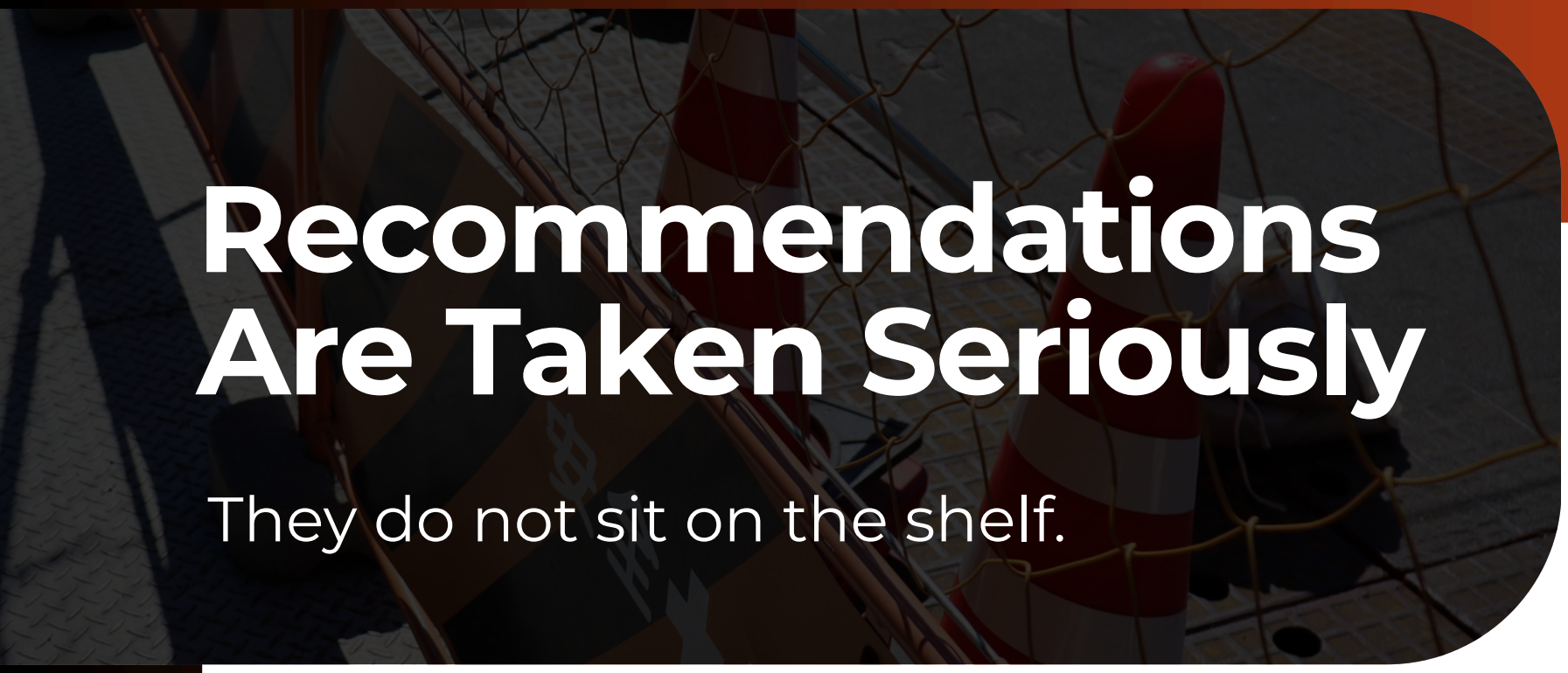
- Operational Procedures
- Maintenance Activities
- Competence Management
- Change Management
- Emergency Response Planning



# Critical Tasks Are **Clearly** Understood

The strongest organisational programmes have a clear understanding of the tasks that are critical to controlling major accident risk, including:

- Operational Tasks
- Maintenance Tasks
- Start-Up and Shutdown Activities
- Abnormal Operations
- Emergency Response Activities



# Recommendations Are Taken Seriously

They do not sit on the shelf.

The most successful organisations have a clear process for ensuring improvement actions are implemented and tracked through to completion.

**Assessments Create Actions** → **Actions Create Improvements**

**Every Recommendation Has:**

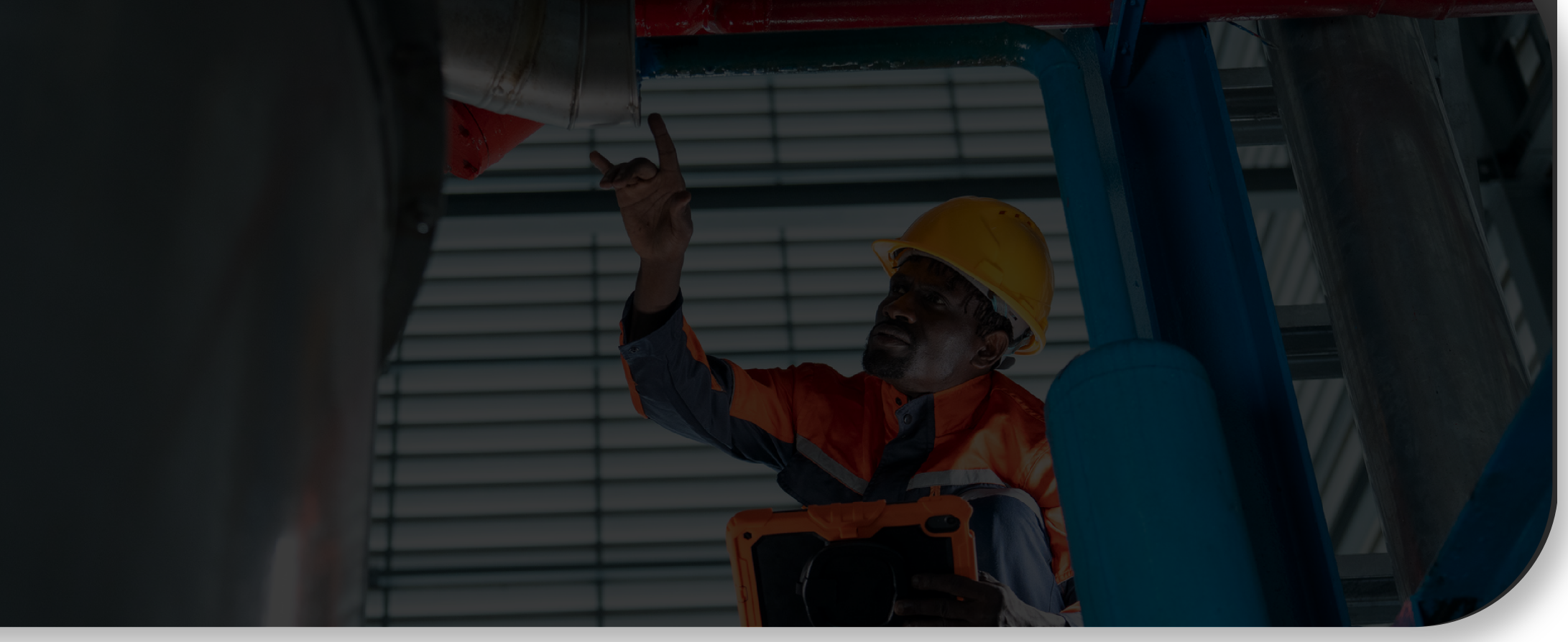
- An Owner
- A Target Date
- Clear Justification
- Visible Progress

# Competence Exists at **Every** Level

Good Human Performance management is not owned by one individual or department. Building competence across the whole organisation ensures consistent application and understanding of the principles.

- **Operators** understand critical tasks and the factors that can affect performance.
- **Supervisors** understand common human error traps and how to identify them.
- **Managers** understand Human Performance priorities and how they influence decision making.

When competence is built from the outset, organisations are better equipped to identify vulnerabilities, manage risk and sustain improvements.



# The **Clear** Difference

Good Human Performance management goes beyond paperwork. It focuses on understanding how work is actually carried out, identifying where human error could contribute to major accident risk and putting practical controls in place to reduce that risk.

IHF

Need help understanding where human error could contribute to major accident risk at your COMAH Establishments?
**Get in touch today.**

WWW.IHF.CO.UK

CONSULTING | SOFTWARE | TECHNOLOGY | TRAINING