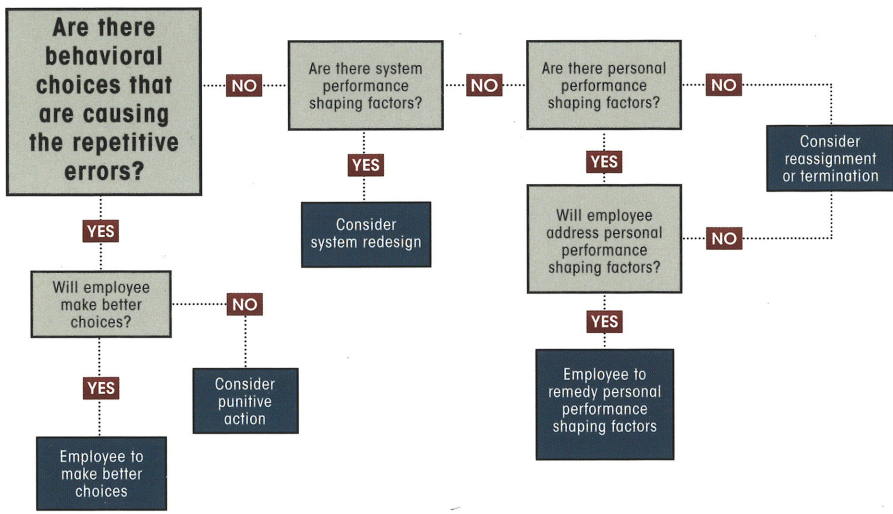
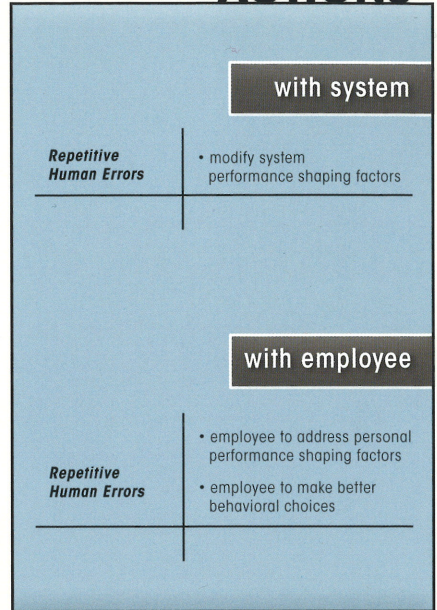


REPETITIVE HUMAN ERRORS

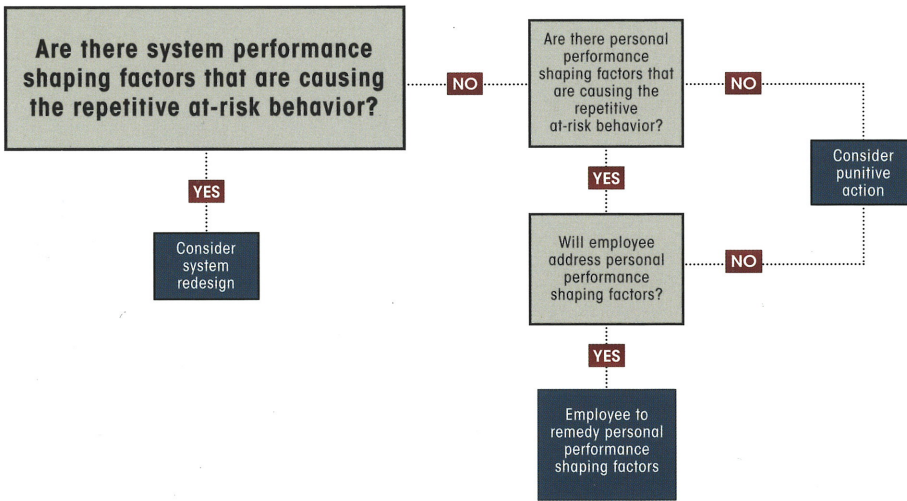


If a series of human behaviors is not caused by system performance shaping factors, and is not correctable by changes in work choices or remedial education/training, the employee is put on notice that further errors may result in punitive action.

ACTIONS

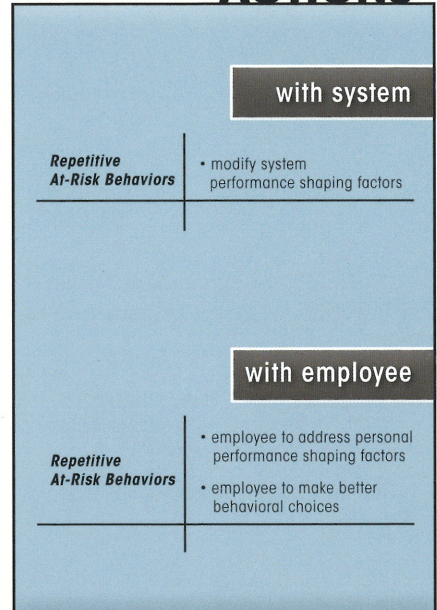


REPETITIVE AT-RISK BEHAVIORS



If a series of at-risk behaviors is not caused by system performance shaping factors, and the employee has not been responsive to behavioral coaching, the employee is put on notice that further at-risk behaviors may result in punitive action.

ACTIONS



Definitions

AT-RISK BEHAVIOR: behavioral choice that increases risk where risk is not recognized, or is mistakenly believed to be justified

COACHING: a values-supportive discussion with the employee on the need to engage in better behavioral choices

COUNSELING: a first step in disciplinary action; putting the employee on notice that performance is unacceptable

DISCIPLINARY ACTION: actions beyond remedial, up to and including punitive action or termination

HUMAN ERROR: inadvertently doing other than what was intended: a slip, lapse, or mistake

IMPOSSIBILITY: condition outside of employee's control that prevents duty from being fulfilled

KNOWINGLY CAUSE HARM: having knowledge that harm is practically certain to occur

PERFORMANCE SHAPING FACTORS: attributes that impact the likelihood of human errors or behavioral drift

PUNITIVE ACTION: punitive deterrent to encourage an individual or group to refrain from undesired behavioral choices

PURPOSE TO CAUSE HARM: conscious objective to cause harm

RECKLESS BEHAVIOR: behavioral choice to consciously disregard a substantial and unjustifiable risk

REMEDIAL ACTION: actions taken to aid employee including education, training, and/or reassignment to task appropriate to knowledge and skill

SUBSTANTIAL AND UNJUSTIFIABLE RISK: a behavioral choice where the risk of harm outweighs the social benefit attached to the behavior