



Human Factors Policy

Policy

October 2024

Human Factors Policy

Purpose

This policy outlines the commitment of the National Heavy Vehicle Regulator (NHVR) to promote the importance of Human Factors principles, in line with the NHVR's Heavy Vehicle Safety Strategy and Regulatory Intervention Strategy.

This policy will enable a consistent approach from the NHVR when considering how Human Factors principles can be integrated into safety management to improve customer experience.

Human Factors	The NHVR defines Human Factors as the application of what we know about people which can influence human performance. It includes a range of elements such as abilities, characteristics, and limitations that contribute to actions and decisions.
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Scope

This policy applies to all NHVR employees who have any involvement in safety management. Human Factors principles apply to all humans at an individual, team, and organisational level.

Safety Management	The NHVR defines safety management as the systematic approach to considering how human and organisational performance, technology and their operational environment interact with a focus on safety risk.
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Regulatory Context

The Heavy Vehicle National Law (HVNL) requires parties in the Chain of Responsibility (CoR) to eliminate public (safety) risks or, where it is not reasonably practicable to do so, minimise them.

Human performance directly contributes to the outcomes of events and, as such, impacts safety risk. The Human Factors that influence human performance are an integral part of safety management and are critical in understanding, identifying, and mitigating safety risks.

Human Performance	The NHVR defines human performance as how people carry out tasks. It includes individual actions and collective behaviours that impact safety, both as a source of risk and in managing those risks.
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Policy statement

1. The NHVR will ensure that Human Factors principles are integrated into NHVR safety management approaches, including Safety Management Systems (SMS).
2. The NHVR will recognise and promote the importance of Human Factors principles in operational safety and our regulatory approach, including fatigue risk management and other human performance limitations such as attention and vigilance.
3. The NHVR recognises that Human Factors principles should be used to optimise the human contribution to safety and be used to improve performance.

Principles

The effectiveness of safety management activities is strengthened when implemented in a formal, systematic manner. The NHVR SMS model provides a framework for this, built around four components that focus on Policy, Risk, Assurance and Promotion.

Human performance is influenced by different factors, called Human Factors. It is influenced by someone's capabilities and limitations, as well as the people, technology and environment where they work. As a result, their interpretation of situations varies as they adapt to meet demands of their work environment, assessing risk and making decisions based on this assessment.

Consideration of the Human Factors which influence performance can optimise the human contribution to safety. A systematic approach to managing the impact of Human Factors utilising the four components of an SMS ensures that these principles are integrated into all aspects of our risk-based regulatory operations.

Safety Policy, Objectives and Resources

4. The NHVR will document specific safety objectives relating to Human Factors in the Heavy Vehicle Safety Strategy.
5. The NHVR will develop performance-based tools and guidance material to support the heavy vehicle industry in managing the risks associated with Human Factors.

Safety Risk Management

6. The NHVR will integrate performance-based Human Factors principles into the NHVR's model for an operator's SMS.
7. The NHVR will develop a process to identify hazards and emerging trends relating to Human Factors in the heavy vehicle industry.

Safety Assurance

8. The NHVR will consider the risks associated with Human Factors in the prioritisation of risk-based regulatory operations.
9. The NHVR will consider the impact of Human Factors when undertaking performance-based evaluations.
10. The NHVR will develop and implement a process to continuously improve risk management associated with Human Factors in the heavy vehicle industry.

Safety Promotion

11. The NHVR will develop and implement a program to promote safety information relating to Human Factors principles to NHVR employees.
12. The NHVR will develop and implement a program to promote safety information relating to Human Factors principles to the heavy vehicle industry.

Responsibilities

The following positions are responsible for implementing this policy.

Position	Responsibilities
Chief Operations Officer	Ensures Human Factors tools and resources are developed and implemented for compliance purposes.
Chief Safety and Productivity	Ensures the necessary resources are available to develop Human Factors tools and resources.
Executive Director, Corporate Affairs	Ensures that Human Factors principles are integrated into safety promotion initiatives.
Manager, Fatigue and Human Factors	Development of the Human Factors tools and resources to enact this policy.

Related legislation and documents

- *Heavy Vehicle National Law Act 2012*
- *Heavy Vehicle (Fatigue Management) National Regulation*
- *NHVR's Heavy Vehicle Safety Strategy*
- *NHVR's Regulatory Intervention Strategy*
- *NHVR's Safety Management System Guidance*

For more information:

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