



Safety Bulletin

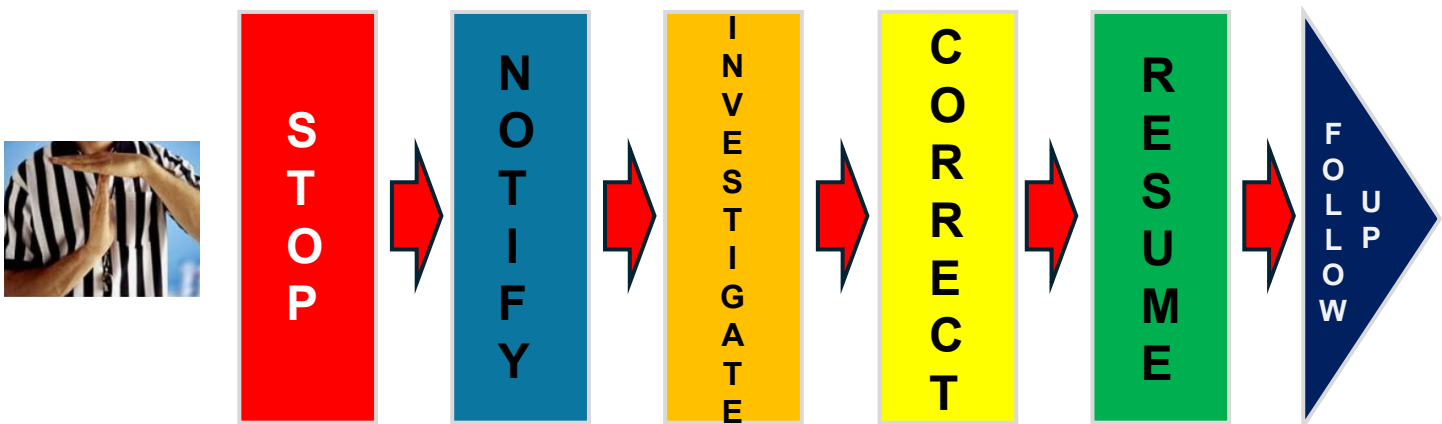
Scope: Americas
Applicability: All LOBs
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Safety Time-Out – Stop Work Authority

Stop! When you identify condition(s) or behavior(s) that could lead to incidents. A known, tested and proven strategy to re-engage “single-mindedness” is the time-out. In sports, the time-out is used to quickly check to make sure the team is on the same page. In airline operations, the concept is identical. Taking a “time-out” gives you a moment to make sure the team has the same focus, the same objective and the same goal.

Safety Time-Outs (STOs) are a way for individuals to utilize their required “Stop Work Authority” and can be the difference between a severe safety incident and a successful operation. STOs can take less than a minute to implement and oftentimes prevent delays due to improved efficiency post-action.

How Do You Do It:



Stop: Stop the activity being performed when perceived condition(s) or behavior(s) pose a risk to the safety of others or to the safety of flight. Immediately initiate a “Safety Time-Out” and stop the op.

Notify: The affected personnel and leadership (manager/supervisor/lead) of the situation.

Investigate: Discuss the situation and circumstances with an individual or team and find solutions.

Correct: Correct the behavior or circumstances.

Resume: Resume the operation.

Follow-up: Find out how we got there and implement preventative actions.

When:

- Employees with less than 6 months of experience are more likely to make mistakes. While employees with over 24 months of experience are more likely to become complacent
 - *Monitor high-risk activities closely* and ensure they are not performed by non-certified staff
- Inadequate staff assigned to the flight (i.e., no SAL, loader operator, supervision, etc.)
- Inadequate tools available (no LIR/BLR, DG paperwork, equipment, etc.)
- Out of the Norm circumstances
- When “something doesn’t seem right”
- Breakdown of the plan or when the operation becomes too chaotic

- When being a *hero* is the only way to get the job done

****Leadership should never discourage or penalize an employee for using a safety time-out****