



RTBU

AURIZON NEWSFLASH

INWARD FACING CAMERAS UPDATE #2

7 December 2015

Members may recall the previous Newsflash on this matter where we advised that nominated National Locomotive Divisional delegates met with Aurizon management to discuss our strong concerns. Management at that meeting advised that they would get back to us with further information.

Their written response to our issues are as follows;

ISSUE 1: Concern that anxiety and fatigue levels could increase with crews feeling they are continually monitored.

AURIZON RESPONSE: Fatigue levels for workers can be the result of a number of factors including recovery sleep, that is quality and quantity achieved, hours of work impacts, workload, environment, health issues, and worker susceptibility and/or resilience to fatigue. Both work and non-work related fatigue factors contribute. Managers and Supervisors are provided training to respond to workers' issues.

ISSUE 2: Change in technology and concerns on how it may be used.

AURIZON RESPONSE: We have implemented a change management process which has assessed human factor impacts. Detailed theoretical and practical training will be provided on how to use the new technology.

ISSUE 3: When drivers are having a crib will they be monitored?

AURIZON RESPONSE: No. While the camera will record footage this will not be reviewed unless an incident occurs.

ISSUE 4: How will the video/audio be controlled?

AURIZON RESPONSE: We are currently assessing the business requirements for the use of video/audio data which will lead to the business determining what processes will be in place to ensure data is secure. We will be able to discuss this more at our future meeting.

ISSUE 5: If protocols are in company policy about how the video/audio will be managed, there is concern that this can be changed with little or no notice. What if the regulator held the information instead?

AURIZON RESPONSE: Aurizon is currently developing an Operating Technology Standard. We are assessing the business requirements for the use of video/audio data which will lead to the business determining what processes will be in place to ensure data is secure.

ISSUE 6: Concern about the concentration level that drivers will have to have with perceived "continual" efficiency testing. E.g. anxiety levels increase when a tutor is on board.

AURIZON RESPONSE: Whilst a small percentage of workers may suffer performance anxiety when being monitored, the research generally contends



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the complete opposite. When the worker is competent and proficient at the task being undertaken, monitoring will usually drive high performance outcomes and compliance with rules and procedures. Also, in support of using this technology is the fact in-cab video/audio is non-intrusive (both in terms of positioning and also that it is non-interactive). Anxiety levels can also be mitigated by making sure RTCs are fully conversant with the technology and how/when its output data will be utilised.

Aurizon has an Enterprise-wide Standard for Efficiency Testing. Management will determine the priority of the tests to be conducted having consideration of the following factors:

- The level of risk associated with a particular task not being undertaken or not being undertaken correctly
- The number of incidents associated with a particular task not being undertaken or not being undertaken correctly
- Adverse findings from investigations, inspections, or audits determine a particular task requires an increased level of attention and focus
- The relevant VP / GM determines a particular task requires an increased level of attention and focus
- Issues or trends identified from reviews of locomotive event recorders

Do's and Do Not's When Conducting Testing

Do's		Do Not's	
1	Do conduct testing safely	1	Don't set up a situation which can result in an unsafe situation
2	Do conduct testing with integrity	2	Don't conduct a test you are not qualified and competent in
3	Do make sure each worker has every opportunity to demonstrate correct rule knowledge and compliance	3	Don't set up a simulation which is outside the realm of expected operating conditions
4	Do coordinate your testing plans with operations supervisor/signal operator for relevant location	4	Don't ask another worker to violate a rule in order to set up a test situation
5	Do use every opportunity to improve a worker's knowledge and respect for the rules	5	Don't act outside of Aurizon's code of conduct policy
6	Do tests which are applicable to the type of area to which the worker operates and the identified risks	6	Don't rely on the tests that are below the expectations of Aurizon
7	Do tests which correlate with accidents or incidents occurring within the area	7	Don't waste an opportunity to prevent a reoccurrence



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ISSUE 7: Efficiency testing – it is contended that this information is already available from a variety of on-board systems now.

AURIZON RESPONSE: The functionality served through in-cab cameras is altogether different to Efficiency Testing (ET). Efficiency Testing provides “snapshot” data collected by an assessor who is physically present observing the task i.e. sampling at scheduled intervals for assurance monitoring purposes.

On-board systems such as event recorders will furnish highly valid and independent data in relation to train management actions leading up to and at the time of an incident. In-cab camera/audio outputs can also be synched to Event Recorder outputs. What Event Recorders can't do for us though is confirm whether RTD were complying with Observance & Reaction to Signals (SAF SPC 0158) – specifically: Calling, Double Calling, and Call and Define. We know these areas are critical, with non-technical skill failures responsible for > 90% of rail safety incidents. There is currently no reliable and valid way of checking how a Rail Traffic Driver's non-technical skills may have contributed to an incident. Introduction of in-cab video/audio will fill this void and facilitate a more effective approach to incident management.

ISSUE 8: What are the storage arrangements going to be for video and audio?

AURIZON RESPONSE: The system will store data for a period of 28 days prior to being overwritten.

Data selected for review will be placed in the preservation queue. Additional storage, security and confidentiality processes are currently being developed.

ISSUE 9: How will situations be handled regarding state of dress in the cab and other personal matters with the video footage?

AURIZON RESPONSE: As per Code of Conduct and Safety Standards.

A further meeting is being scheduled with management in light of these responses. Members will be kept informed on any further developments.