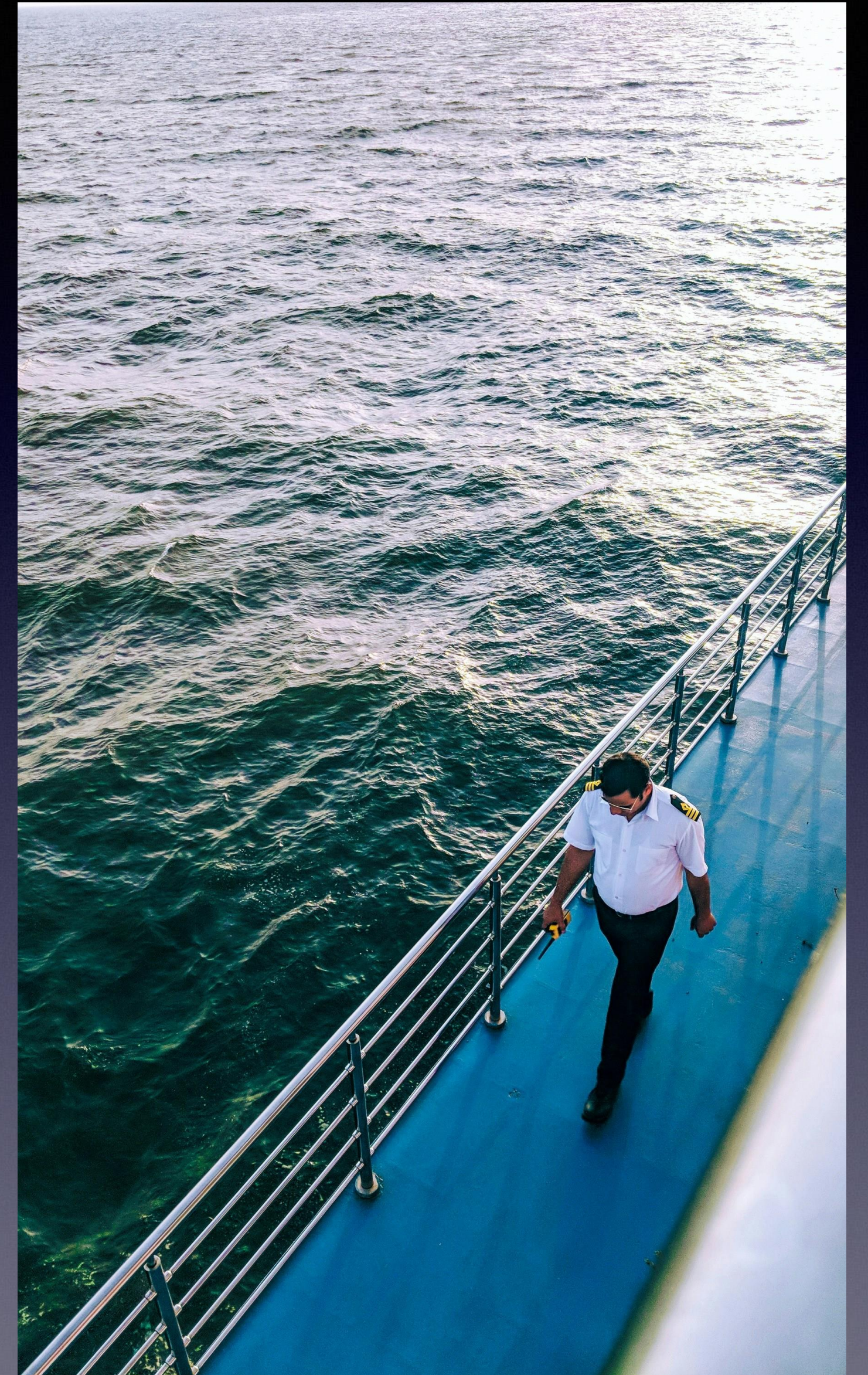


HUMAN RELIABILITY BEYOND THE DATA

Why High-Tech Needs High-Touch
in the Future of Maritime Safety

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**ARE WE TALKING ABOUT
THE HUMAN BEING -
OR ANOTHER PIECE OF EQUIPMENT?**

We are very good at measuring reliability.

A SEAFARER IS NOT ONLY AN EMPLOYEE.

THE WORKPLACE IS ALSO HOME.

Work · Sleep · Eat · Rest · Socialize · Manage conflict · Stay connected

**WHAT CONDITION ARE WE ASKING
THIS PERSON TO PERFORM IN?**

PSYCHOLOGICAL READINESS

Not simply the absence of mental illness.

Cognitive presence

Emotional regulation

Rest

Social connection

Decision-making under pressure

SOMETIMES THE FIRST SIGN IS A **CHANGE IN BEHAVIOUR.**

HIGH-TOUCH

Not simply being nice to people.

**CREATING AN ENVIRONMENT
IN WHICH PEOPLE ARE ACTUALLY SEEN.**

AI CAN DETECT SIGNALS

HUMANS HAVE TO UNDERSTAND MEANING.

DETECTION $\neq$ UNDERSTANDING

WHY HAS THIS CHANGED?

**THE MORE DATA WE COLLECT ABOUT
PEOPLE,
THE MORE IMPORTANT IT BECOMES
TO UNDERSTAND THE PERSON BEHIND THE DATA.**

MORE DATA $\neq$ MORE TRUTH

If people stop being honest, we may have more data - but less truth.

PSYCHOLOGICAL SAFETY

YOU CANNOT BUILT A CULTURE
OF PSYCHOLOGICAL SAFETY
ON TOP OF A **CULTURE OF FEAR**

Why are we collecting this data?

Who can see it?

How is it being used?

Support or surveillance?

HIGH-TECH + HIGH-TOUCH

01 AI DETECTS

Identifies patterns

02 HUMANS CONNECT

Engage with the seafarers

03 HUMANS UNDERSTAND

Put data into context

04 THE ORGANIZATION ACTS

Change what needs to change

HUMAN CORE

AI CAN TELL US WHEN SOMETHING HAS CHANGED.

But there is still a question only another human being can ask:

“WHAT HAPPENED TO YOU?”

Technology + Human Understanding

THE HUMAN BEING REMAINS AT THE CENTRE OF THE SYSTEM.