



Guidance Material on SORA OSO 8 Integrity Criterion 3 Consideration of Potential Human Error

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The Operational Safety Objective (OSO) 8 Integrity Criterion 3 of the Specific Operational Risk Assessment (SORA) defines the requirements with regard to remote crew and human error. As a minimum for the low robustness level, operational procedures will require:

- A clear distribution and assignment of tasks
- An internal checklist to ensure staff are adequately performing assigned tasks

The medium robustness level is defined as follows:

Operational procedures take human error into consideration

This requirement is further defined here.

Additionally, the requirements for the low robustness level, the system is designed accounting for human factors and especially the following considerations:

- Remote Control Display, UA Interface as well as alerting/warning system design take into account the capabilities and limitations of human information processing to prevent human error.
- Environmental conditions and physical environmental factors for the correct performance and well-being of the crew in operation are defined and account temperature, vibration, noise, time of the day, boring/stressful working environments.
- The Crew is trained to avoid misunderstandings when communicating and to provide Support and Monitoring. Terminology is clearly defined in the processes

To fulfill a high robustness, the Remote Crew is required to get Crew Resource Management (CRM) training.

