

WORKSHOP ON HUMAN ERROR PREVENTION

08th – 10th July 2025, ANAV Asco NPP, Spain

The Workshop is organised by WANO Paris Centre in collaboration with Asco NPP, Spain

Background

Stations have implemented actions required either by corporate levels or stations' requirements and have used tools aiming at preventing human errors over the years. However, sometimes these did not always achieve expected consistent and sustainable results.

There are still weaknesses in the way some stations have interpreted and implemented these HU standards and expectations. Good practices and behaviours displayed are frequently not widespread (group silos), and these are not communicated or shared amongst the wider leadership communities to create and promote a culture of Human Performance excellence. In addition, there is sometimes a lack of accountability to provide effective challenge and coaching in the field.

Operating experience shows that Human error is cited over and over as a cause of events. According to the results of the Analysis of Significant and Noteworthy events in 2023 and 2024, performed by WANO Paris Centre, the most frequent events' root causes in Personnel Work Practices were:

- Adherence to procedures;
- Lack of questioning attitude;
- Lack of self-check;
- Lack of independent-check.

The experience from WANO missions shows that the Human and Organizational Factors (HOF) are insufficiently taken into account in Root Cause Analyses (RCA). Ignorance of 'human factors', not questioning the reason for the human behaviours, and missing experience in interview techniques has resulted in incomplete RCA. HOF is not systematically integrated into the Safety Management System, contributing to unspecific and delayed investigation. It is visible that improvement measures are neither effective nor sustainable and this increases the risk that failures will occur again.

Human errors and non-consequential behavioural shortfalls are potential symptoms of the ineffective implementation of HOF related programs, processes and corrective action plans. They do not always have enough measurable parameters to monitor their effectiveness.

So how should plants address human errors and change human behaviour effectively by corrective actions? It is much more about changing the thinking and the way of working than just implementing Human Error Prevention Tools (HU tools). The desired behaviours need to be reinforced through several different influencers. To involve people at every level in the plant (engagement), it is necessary to start with WHY human performance is important to prevent and mitigate potential significant events. Without strong management support, improvements will be difficult to implement.

Objectives

The workshop offers a platform to the WANO members to challenge current beliefs and introduce new practical actions that together will provide a holistic, proactive approach to error management and how to create Organizational Learning and improve Operational Safety.

Through sharing information, it should be the objective of each delegate to take away from the workshop at least one or more improvement techniques or practices that they will implement at their site.

The workshop also offers a platform for experience exchange for the WANO members about their situation and strategies to improve in HOF among all nuclear professionals on all levels. Examples of successful (and unsuccessful) case studies in this area could be shared by participants. It would give the opportunity to learn from each other how to improve human performance and receive a better understanding on how to address human errors in the short, medium and long term and implement effective corrective actions to change human behavior.



Topics

The workshop covers the following:

How to change behaviours: What do we mean by Culture Change, and how do I, as a leader, use this learning to create a change in our culture (Including INPO-24 Changing Culture Guide for Staying on top).

A Strategic Approach toward HU Excellence: Understand what 'Excellence in Human Performance' is and how we should measure it;

Manager effectiveness: How do you define, select and implement the most important actions to ensure that the HOF aspects are addressed?

Effectiveness of actions: How to make effective and sustainable actions to avoid repetition.

Leadership in Human Performance: Understanding the Leaders role in error prevention, moving from behavioural observations to workplace conversations

Break-Out Sessions

Breakout sessions or group work will be used to allow time for structured interaction with colleagues and to identify potential improvements for their organizations and to get insights from their experience and implementation methods.

Each working group will be invited to develop "lessons learned" summaries and to present their findings to all attendees.

Target group

The workshop is open to all WANO PC members. Through sharing information, WANO and member presentations, each delegate is asked to take away improvements to adapt and implement at the own station.

The main target group for attending are:

- First line Managers and Middle Level Managers;
- Operational and Maintenance managers;
- Human and Organizational performance specialists;
- Simulator instructors and HU instructors.

Participants will be invited to share their experience on this topic.

Before the workshop, participants will be offered a cases study that they will need to solve by the end of workshop using the knowledge gained. The necessary preparation materials will be sent before the workshop starts.

Presentations from the participants

For the best learning from each other, it would be very beneficial for the participants to have delegates who can describe their experience on how to address human errors and change human behaviour effectively by corrective actions. Good practices and action plans in how your plant improves the behaviour of workers and contractors regarding these topics would be welcomed. The examples of failed case studies in this area and the lessons learned to improve effectiveness are also very relevant to all participants.

Participants are welcome and encouraged to give a short presentation about their own specific experience as mentioned above (up to 20 minutes). Please, indicate this when registering for the workshop. The power-point presentations (in English) need to be sent to WANO Paris Centre organising team by e-mail (details below) before the 19th June 2025 to ensure timely preparation of the workshop presentation package.

Arrival and Departure

Participants should arrive at the workshop venue before **08:00 on Tuesday 8th July** morning. However, it is advised that participants arrive on the **7th July 2025**. There will be a welcome dinner at the **Hotel Hostal Sport** on the **8th July 2025** in the evening. The workshop will be finished on the **10th July at 12:30** which should be the earliest time to depart. A plant tour will be organised on Thursday afternoon. Volunteers who participate in the plant tour must schedule their return flights in the late evening of 10th July or on 11st July. The number of visitors on the plant tour is limited and so places will be offered on a “first come first served” basis.

In order to obtain the authorisation to access the plant, please indicate, when registering, the number of your ID or valid passport and send a copy to WANO PC organising team by e-mail (details below).

INFORMATION

Workshop language

The workshop language will be **English**.

Register on-line

Registrations should be completed online before **6th June 2025** at the following web address:

www.wanopariscentreregistrations.com.

A confirmation email will be sent to each participant following his or her registration. The number of participants is limited to **40**.



Training Centre Vandellos/Asco NPP Unit I & II

Venue

The workshop will be held at, Asco Visitor Centre.

Bus Transfers morning and evening from the hotel to the Asco Visitor Centre will be provided.

Accommodation



Hotel Hostal Sport
T.: +34 977 830 078

www.hotelpriorat-hostalsport.com

WANO has made a group reservation at, **Hotel Hostal Sport**, *'please do not perform direct calls with the Hotel, the only accepted bookings are through the registration link provided'* The negotiated rate is from **135€** room per night for a room single double use breakfast included and per day, which has to be paid by each participant directly at the hotel.

Transportation

The nearest airport: Barcelona International Airport BCN/ El Prat airport., is 12 km (7.5 mi) southwest of Barcelona. The costs for the flights are borne by the participants. A bus transfer will be provided from the airport to the hotel on **Monday, 7th July at 17:00** and for the return on **Thursday, 10th July** (time and meeting point to be scheduled).

In the afternoon of **Thursday 10th July** there is the possibility to have a Plant Tour, therefore the departure for the transfers will

be on **Thursday 10th July around 15:00.**

Please, let us know with the registration if you want to use the bus transfer and send us your flight information

Details can be provided through registration.

Workshop package

There is no fee for the workshop package. WANO and the hosting organisation will cover the costs for the full workshop documentation, refreshments and lunches

Dress Code

Business Casual

Cancellation policy

Participants who cannot attend the workshop (after registration), please inform us as soon as possible.

[Late cancellations and 'no-shows' might result in a cancellation fee from the venue. This fee will be charged to the attendee or their Company.](#)

Organising team

For further information and registration of interest, please contact:

Gabriele Hampel,

MSM Project Manager WANO PC
gabriele.hampel@wanopc.org

Viktor Roiko,

WANO PC MSM Team Leader
Viktor.Roiko@wanopc.org

Roy Hamm

WANO PC Workshop Project Lead
Roy.hamm@wanopc.org

Hendrica Beltou,

WPC Team Event coordinator
hendrica.beltou@wanopc.org

WANO Paris Centre
Immeuble Carré Michelet,
10-12 cours Michelet,
92800 Puteaux, France
Phone : +33 1 46 40 35 55 www.wano.org

