Compliance Statement

Human Factors
SAE AESQ RM13010

Glenair UK Ltd complies with the principles and guidance outlined in RM13010, ensuring that Human Factors (HF) considerations are systematically integrated into our manufacturing processes, quality systems, and continuous improvement initiatives.

We recognise that human performance and system design are critical to product quality, safety, and reliability. Our QMS incorporates RM13010-compliant Human Factors practices to:

- ✓ Reduce human error and process variability.
- ✓ Enhance operator efficiency, safety, and well-being.
- ✓ Support a culture of continuous improvement and learning.

Human Factors Integration Approach

- Leadership & Culture - Human Factors awareness is embedded into leadership training and communication. Supervisors are accountable for promoting HF principles on the shop floor.
- Workplace Design & Ergonomics - Workstations for harness assembly and connector termination are designed with ergonomic assessments to minimise fatigue and repetitive strain.
- Procedures & Documentation – Operational Training Standards (OTSs) are written in a clear, user-centric format, validated through operator feedback and supported by engineering department.
- Training & Competence - HF awareness is included in induction and recurrent training for all production staff. Human error prevention and detection techniques are emphasised.
- Communication & Shift Handover - Visual management tools are used to ensure clarity between shifts and teams.
- Error Management & Learning - Near-miss reporting and root cause analyses include HF investigation techniques (e.g., task analysis, workload assessment).
- Environmental Factors - Lighting, noise, and temperature are monitored and maintained within recommended limits for precision assembly work.

Human Factors metrics (e.g., error rates, rework causes) are reviewed monthly by the Quality and Operations teams.

Corrective/Preventive actions (CAP) explicitly consider HF root causes.

Quality Assurance Department ensures compliance with RM13010 and leads HF initiatives across production, engineering, and maintenance functions. QA Department team members are trained and competent in RM13010 requirements through external training.

Periodic internal audits verify continued alignment with RM13010 and AS9100 system requirements.

Glenair UK Ltd confirms that Human Factors are considered, applied, and maintained in accordance with the intent of SAE AESQ RM13010, supporting our commitment to producing safe, reliable, and compliant aerospace interconnect solutions (currently on Level 3 within Human Factor culture maturity model, see Fig.1. and Appendix 1.).

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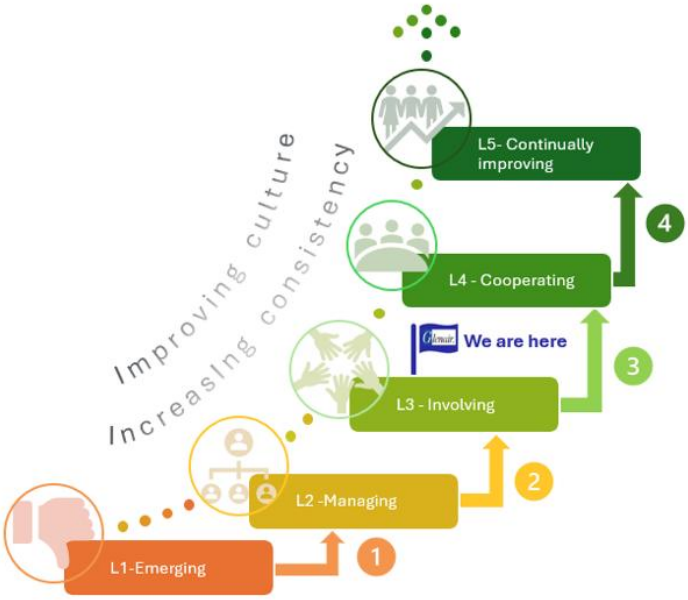


Fig. 1. Quality/Safety/Security culture maturity model – based on model prepared by M. Fleming

Appendix 1 – Human Factor culture maturity model - matrix

Maturity Level	Level 1	Level 2	Level 3	Level 4	Level 5
Title	**Emerging**	**Managing**	**Involving**	**Cooperating**	**Continually improving**
Employees Attitude	**Pathological "Who cares?"**	**Reactive "We act when things go wrong"**	**Calculative "We have systems and policies"**	**Proactive "We seek to prevent issues"**	**Generative "This is how we work"**
Description	Initial stage	Develop management commitment	Realise the importance of frontline staff and develop personal responsibility	Engage all staff to develop cooperation and commitment to improving safety/quality/security	Develop consistency and fight complacency
Leadership Commitment	Disengaged; only acts under pressure	Acts after problems arise	Provides resources for compliance	Actively involved in promoting a positive culture	Fully integrated into leadership values and actions
Staff Involvement	No involvement; blame culture	Staff consulted after incidents	Staff trained but passive	Staff engaged and contribute to improvements	Staff fully own responsibilities and drive change
Communication	Minimal or fear-driven	One-way, incident-triggered	Structured, policy-driven communication	Open, two-way dialogue with active listening	Transparent, real-time, and embedded in daily work
Incident / Issue Learning	Issues are hidden or ignored	Lessons learned only after failures	Investigations focus on fixing problems	Near misses and risks are reported and learned from	Continuous learning and knowledge sharing
Management Systems	None or informal	Ad hoc and inconsistent	Documented systems in place (e.g., QMS, ISMS, SMS)	Systems are integrated and regularly improved	Systems are dynamic, adaptive, and optimized
Risk Management	Ignored or denied	Risks addressed only after events	Known risks tracked and controlled	Emerging risks identified and mitigated in advance	Risk anticipation is part of strategic planning
Culture Type	Blame, denial, and shortcuts	Reactive and compliance-driven	Procedural and controlled	Learning and prevention-focused	Trust-based, adaptive, and resilient