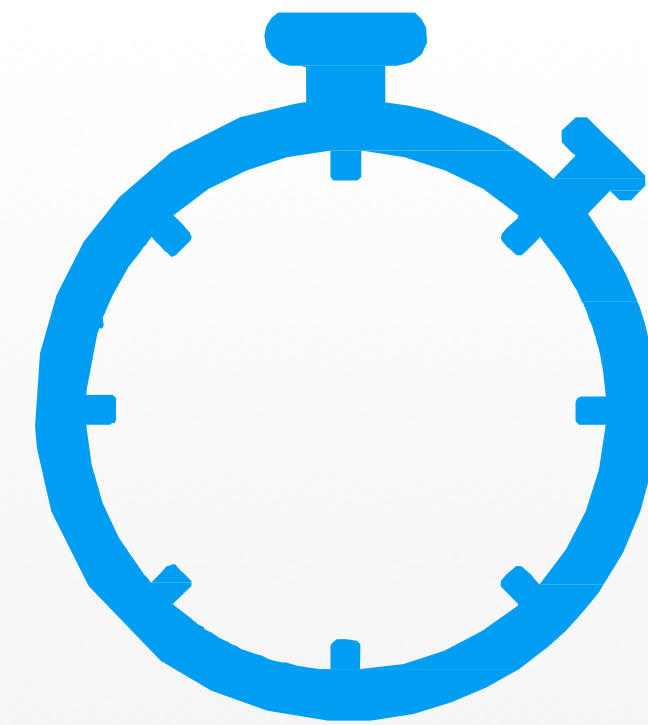


# Human Performance

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## Safety Minute

*Sarah DeLozier*  
*Customer Service Operations Supervisor*





29%

## HPI Philosophy & Principles

Through continual learning, we constantly improve the defenses that protect us from the errors all of us can make

1

We all make errors – it's a matter of when, not if

2

These errors follow a recurring pattern, and are predictable and manageable

3

Curiosity drives us to examine our practices and learn from our errors

4

As employees, we are the solution, not the problem

5

Excellence is not the absence of failure, but the presence of process and defenses