

Risk management by the mountain guides

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RISK MANAGEMENT BY THE MOUNTAIN GUIDES: Influence of collective work and client relationship IN THE SAFETY OF THE PROFESSIONNAL ACTIVITY

Project overview

Background: Mountain guides are facing many new challenges today that need to be tackled. Amongst others, they have to deal with too many accidents and confront the global warming, the global market and new expectations of the society.

Overview: Some studies have been done to improve the perception of risk of the mountain guides during their continuous training (Kouabenan, Morel) and to extract the causes and risk factors from mountaineering accidents (Soule B, Reynier V). In order to propose a new point of view, more focused on the socio-technical context than on the individual failure, we work in an ergonomic way to understand how the collective work between guides and relationship between mountain guides and the client could influence the establishment of safety in the professional activity. Indeed, all the demands (clients, colleagues, ...), the work context and their own attributes (age, experience, ...) might be in conflict and push the guides to compromise.

Purpose: This collaborative project between the Labex ITEM, the SNGM and the ENSA aims to try to better understand the way the mountain guides handle the risks in their everyday work, deal with unexpected situations and make decisions.

Glossaire:

ENSA: Ecole Nationale de Ski et d'Alpinisme SNGM: Syndicat Nationale des Guides de Montagne

Ergonomic model: work situation focused on the mountain guide

Technical means provided by the work environment

- RAA
- Legal procedural management
- Accidents / trials supervision
- SNGM website (Promontagne)
- Professional networks
- BERA, Bulletin météo

Conditions offered by the work environment

- Dynamique environment / risky environment
- Climate change
- Initial training
- Continuous training
- Various professional practice settings (independents, agencies, etc.)

Sociotechnical context

Social environment

- Legal environment
- Expectations of society
- -Professional culture
- Conditions for collective work
- Economic context
 - Professional cohesion

Prescription

- Obligation of means
- Jurisprudence
- Habits and customs
- UIAGM recommandations
- Expectations of customers

Individual characteristics (age, gender, perceptions, etc.)



Physical activity Mental activity Social activity

Compromise strategies

Health and safety

Service

APRIAM: Association Pour la Recherche, l'Innovation et l'adaptation en montagne

RAA: Réseau Assistance Accident UIAGM : Union Internationale des Associations de Guides de Montagne

Educational material analysis (ENSA & APRIAM)

Initial training and continuous training observations (ENSA)

Return on operating experience analysis (ENSA & SNGM)

Mountain guides interviews

Clients interviews

Confrontation of mountain guides and clients point of view and expectations

Observation of professional practice on the field focused on client relationship and collective work

Accidents and trials analysis

Service provision analysis









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