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## Risk management by the mountain guides

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► **To cite this version:**

Antoine Girard. Risk management by the mountain guides: Influence of collective work and client relationship in the safety of the professional activity. 4th Sustainable summits conference, Jun 2018, Chamonix, France. hal-03975925

**HAL Id: hal-03975925**

**<https://hal.science/hal-03975925>**

Submitted on 6 Feb 2023

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# RISK MANAGEMENT BY THE MOUNTAIN GUIDES : INFLUENCE OF COLLECTIVE WORK AND CLIENT RELATIONSHIP IN THE SAFETY OF THE PROFESSIONAL ACTIVITY

## Project overview

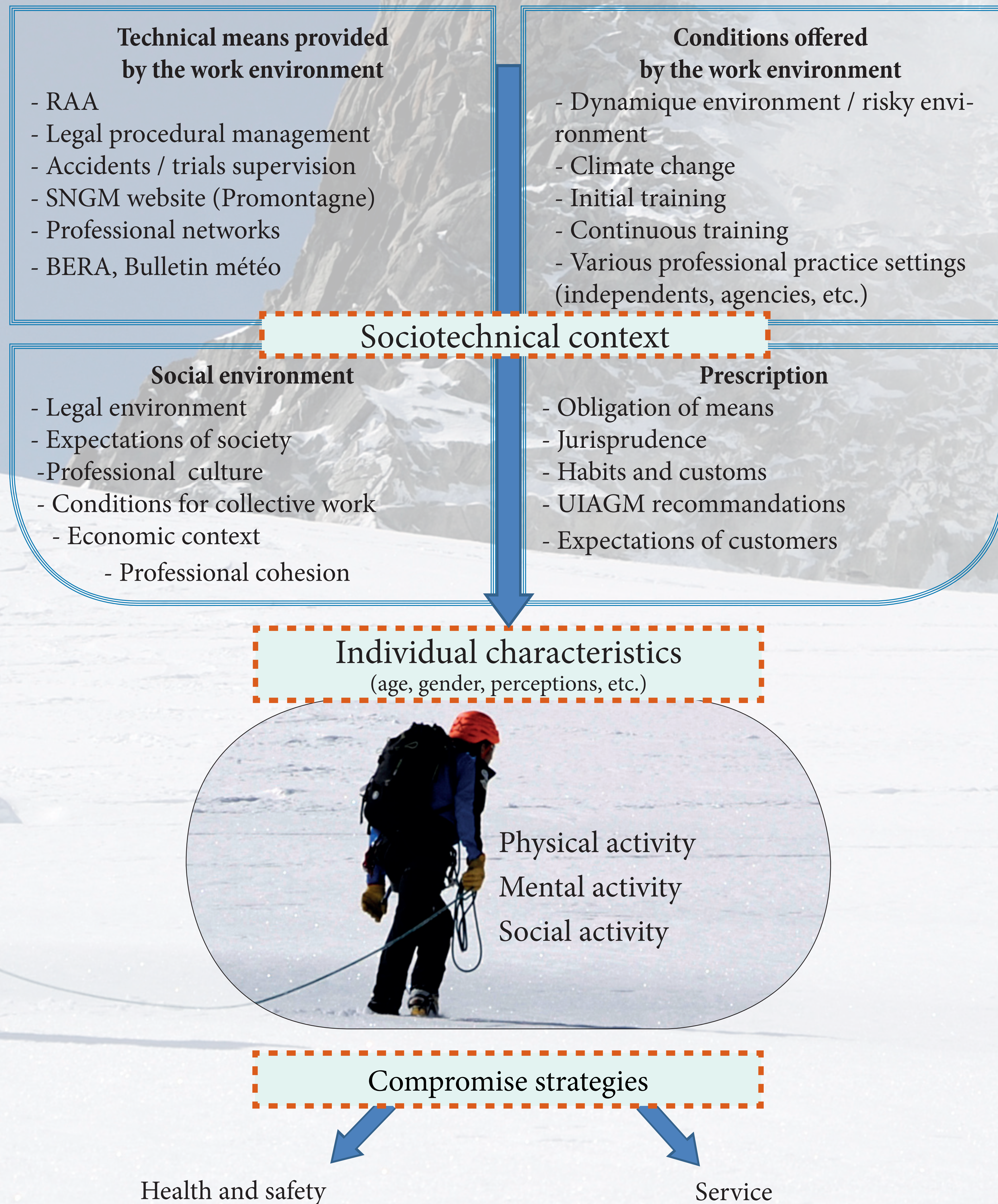
**Background :** Mountain guides are facing many new challenges today that need to be tackled. Amongst others, they have to deal with too many accidents and confront the global warming, the global market and new expectations of the society.

**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.

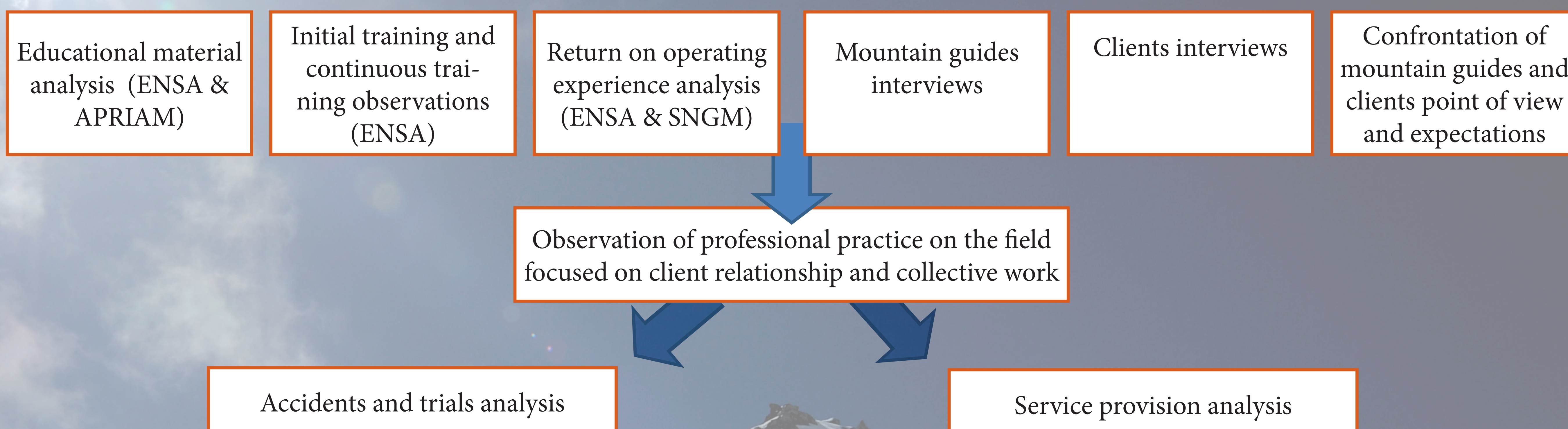
Glossaire :  
ENSA : Ecole Nationale de Ski et d'Alpinisme  
SNGM : Syndicat Nationale des Guides de Montagne

## Ergonomic model : work situation focused on the mountain guide



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

## Methodology



References :  
St-Vincent, M. (2011). L'intervention en ergonomie. Québec City: Éditions MultiMondes : IRSST.  
Kouabenan, R., C., V.-D., (2007). Guide de haute montagne, les dimensions non techniques de l'appréhension de la prise de risque (décision). Univ. P. Mendès France, Grenoble 2.  
Soule, B., Lefèvre, B., Boutroy, E., Reynier, V., Roux, F., & Corneloup, J. (s. d.). Accidentologie des sports de montagne, 48.