

Letter of Conformity

This is to confirm that the

“Human Factors Airport v03“

provided by infoWERK Medien & Technik GmbH, setup on the LMS Training Portal is in compliance with:

IATA / ISAGO Standards Manual Airside Safety Training Specifications

The following theoretical training topics are included:

- Motivation and attitude
- Human behaviour / Introduction
- Communication skills
- Stress
- Ergonomics*
- Effects of psychoactive substances (drugs and alcohol)
- Fatigue / Human Performance and Limitations
- Time pressure
- Peer management pressure
- Situational awareness / Perception
- Teamwork
- Human Error

Note: Ergonomics is included in the subchapter Environment

All requirements and updates are documented in infoWERK's internal Quality Management System.

Wolfgang Lachinger
CEO

Innsbruck, February 2019