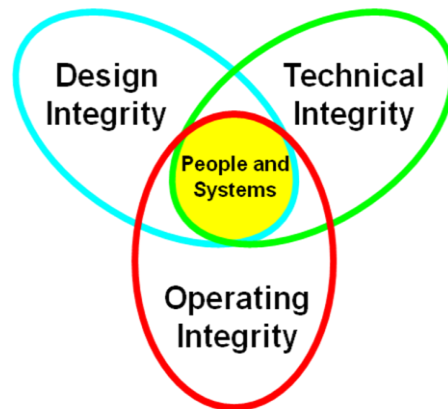


# PROCESS SAFETY DAY

## EVENT LEADERS GUIDE



## ABOUT THIS GUIDE

This guide is designed to help you to plan and conduct your team's Process Safety Day event. It is divided into clear and specific sections, and contains a number of hints and tips about how to get the most out of your engagement session. It should only take about 15 minutes to read and help to planning a successful Process Safety Day.

Process Safety Day is a key engagement opportunity for the leaders with the team. These engagements should generate understanding and, more importantly, drive a long-term behavioral change that contributes to a better AI-PSM performance. It is a great way to challenge assumptions and check if everyone understands the importance and what specific role each one of us have in maintaining Asset Integrity and process safety performance.

To help you plan and design your Process Safety Day event, we have provided a few ideas. You may choose to use them, modify them, or create a unique engagement programme that addresses the specific needs for your team or site.

This year, Process Safety Day will be on **October 28, 2014** and the theme is **“Know your Role- Play your part”**. All guidance provided here is to support this theme.



# Content

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<b>Background</b>	<b>4</b>
Process Safety Day: What is it?	4
Theme: Know your role	4
Involving contractors	5
<b>The Role of Event Leader</b>	<b>6</b>
Timeline	7
Preparing your event	8
Preparation checklist	8
<b>Designing your event</b>	<b>9</b>
Session template	9
Process Safety Day session outcomes	10
<b>Safety Day resources and materials</b>	<b>11</b>
Process Safety Day website	11
Engagement materials	11
Promotional materials	11



## Background

### Process Safety Day – what is it all about?

Asset Integrity and Process Safety management is crucial for our survival and future success. Good process safety management does not happen by chance and requires broad level visibility and constant active engagement with the workforce. The 2014 Process Safety Day focus is to engage with the staff and raise awareness and the profile of the Asset Integrity –Process Safety (AI-PS) program throughout the organization.

One of the primary objectives of this day is to provide a solid foundation for fostering an open dialogue between the managers and staff about process safety. This day is about engaging with staff and discussing their specific roles and how it might contribute to the AI-PS performance or risk. Any concerns raised should be noted and addressed and the team together should explore ways to improve AI-PS performance.

### Theme: “Know Your Role - Play Your Part”

It is important to realize that all of us irrespective of our discipline (May it be technical, non-technical, coast or interior) have an important role to play in process safety management and can make a difference between safe operation and a disaster. We are all connected and therefore need to take collective responsibility to keep each other and the facilities safe.

We have suffered 13 Tier 1 process safety incidents as of October 12<sup>th</sup>, 2014 and all of them had the potential for catastrophic consequences. This increase in incidents has highlighted a fundamental need to review our safety controls for major accident hazards. If we look at the underlying causes of all the process safety incidents almost all had an element which can be directly related to the first pillar of our golden rule “Comply”. This can be further extended to the theme of our process safety day “Know Your Role - Play Your Part”

Example Theme	What does this mean?
<b>Time to understand</b>	<ul style="list-style-type: none"><li>• Understand the business case for effective process safety management.</li><li>• Understand the key elements of process safety management and how to achieve continuous improvement in performance.</li><li>• Understand our specific role in Asset Integrity and Process Safety Management.</li></ul>
<b>Time to Commit</b>	<ul style="list-style-type: none"><li>• Make a personal commitment to do our part in maintaining the Asset Integrity and improving the processes safety.</li><li>• Reflect on our role in keeping yourself and others safe</li></ul>
<b>Time to Listen</b>	<ul style="list-style-type: none"><li>• Ask staff to voice their genuine concerns</li><li>• Ask staff to share ideas of how we can improve</li></ul>
<b>Time to Lead</b>	<ul style="list-style-type: none"><li>• Taking responsibility for existing and future non compliances</li></ul>



## Background

<b>Time for Barriers</b>	<ul style="list-style-type: none"><li>• Preventing incidents through design, technical and operating integrity</li><li>• Conducting our business with respect for others and the integrity of our assets.</li></ul>
<b>Time for Others</b>	<ul style="list-style-type: none"><li>• Ensuring we preserve the safety of our colleagues, neighbors and the environment.</li></ul>

### Deepening Discussions in the offices

It is important to realize that decisions and behaviors in the office can have unintended consequences and impact the safety of others, including (future) staff at the frontline who can be relatively far away. We encourage office-based teams to reflect on these connections.

### Involving Contractors

Our Contracting community plays a significant role in delivering our operations. You are encouraged to partner with your Contractors to design and deliver Process Safety Day together.

#### For example:

- Invite local Contractor leaders (counterparts) to jointly lead engagements.
- Identify opportunities for Contractors in your operations to partner with Process Safety Day focal points to plan the Day.
- Ensure that your area Process Safety Day activities and engagements include the Contractor's views and needs.



## The Role of Event Leader

### The role of event leader on Process Safety Day

Clear and positive process safety leadership is at the core of managing a major hazard business and is vital to ensure that our major risks are effectively managed

The leader of a team will take on the role of Process Safety Day event leader to demonstrate personal commitment and to promote process safety culture through effective engagement of the workforce.

### Your role as event leader is to:

- Inspire and encourage employees and contractors to discover their specific role and how their actions and omissions can have an effect on AI-PSM
- Develop an acute sense of vulnerability to a major accident in the operation
- Listen to all the genuine concerns of their staff. Resolve them or compile and communicate those outside your control to the leadership team
- Demonstrate that the conditions and culture in your part of the business are being built so that the team feels empowered to raise process safety concerns and take the right actions

Leaders can support Goal Zero by eliminating the issues which prevent your people from “Compliance” and doing the right thing. This way the team can move beyond compliance to a culture of commitment where people do the right thing even when no one is looking and because they want to. It is a unique opportunity to communicate to every member of the team that:

- We will support you in **taking time to understand your role and help you in doing your part**
- If you have an Asset Integrity –Process Safety concern – **we will listen and back you up.**
- If you stop a job/operation due to AI-PS issue – **We will support you**
- If there is a process safety incident – we will provide **support** to the people that are impacted, fully investigate, share our learning and treat everyone involved fairly.



## The Role of Event Leader

### Timeline

Process Safety Day 2014 will be held on **Tuesday, October 28th** or any other day as is convenient for operations as we have to ensure that both shifts are covered in the interior operations. Visit the [Process Safety Day Website](#) for helpful materials, including the Process Safety Day videos. As an event leader you should:

- Start to identify the needs of your teams and lead the design of an event that will enable everyone to focus on “–Know your role - Play your part”.
- On Process Safety Day itself, lead and host a team event and enable everyone to make the commitments that will ensure the learnings of the day are converted into actions.
- Inform people and request staff to complete Process Safety Day online quiz.
- Post Process Safety Day, look for opportunities to check with your teams on the commitments that were made, and individuals should hold themselves accountable for delivering on their “– Know your role- do your part”.



## The Role of Event Leader

### Preparing your event

It is important to tailor an engagement that is relevant to the team's risks, needs and culture.

The Maintenance and Integrity department (Function) will provide various materials and engagement activity suggestions to help you with this. You may also choose to develop your own ideas that best meet the needs of your teams.

### Preparation of checklist

When preparing your event, we recommend you consider the following steps:

- Make sure everyone in your organisation knows about Process Safety Day well in advance, and has it in their calendar and/or work plans to participate.
- Understand the risks and needs for the team and design the engagement content with support from your Directorate HSE Team Leader or HSE focal point.
- Put a plan in place to involve everyone in your team. Think about a meeting location and organise engagement.
- It is recommended that the **session will last for 2 hours** and ideally takes place face-to-face.
- Try to hold sessions in groups of no more than 30.
- Sessions can be held as part of other meetings/events.
- Watch the Process Safety Day videos and test it before you use it for your session.
- Think through personal examples so you can really personalise the session.
- Have means to record or capture event highlights (e.g. camera)





## Designing your Event

### Session template

In order to keep Process Safety Day fresh and exciting for your team, consider looking at new ways to engage your team. As a guideline, you may outline your event into sections such as:

- Opening
- Engagement activity
- Reflection
- Commitment

The following provides a suggested structure for Process Safety Day engagements. Depending on the needs of the team/site, the structure and duration may differ.

### Opening:

The opening segment is to welcome the team, set the stage and create a safe and open environment. Your team should feel they can engage, share and internalize the key messages into their own behavior and attitudes.

For 2014 Process Safety Day, 3 videos will be provided, that you can show them from PDO Tube & HSE for contractors' links;

- 1) one with a message from Raoul Restucci – PDO MD
- 2) Master class on AI-PSM telling about its importance, what causes an incident and what systems we have in place.
- 3) Actual CCTV footage of a process safety incident “Mexico Refinery Explosion”

We recommend that these three videos be part of your Process Safety Day event.

### Reflection and commitment:

To gain commitment from your team and agree to follow up, which may be the single most important session on the day. The commitment should be specific and include actions that will be taken to support “Know Your Role –Play your Part”

- Affirm “Know your role- Play your part” commitments and follow-up plans.
- Gather all the genuine concerns that the staff has and cascade to the higher management (Thru the feedback session on the website).
- Closing words from the event leader.
- Recognise and thank your team.

The recommended timing for the closing segment is 15 minutes.

### Safety Day session outcomes

Every individual should:

- Understand their role in improving AI-PSM
- Agree tangible actions which will improve the process safety performance
- Express their genuine concerns and the same should get escalated to higher management.



## Designing your Event

- Review and reaffirm their focus and commitment to process safety management

Event leaders should capture team commitments and ensure follow through after Process Safety Day. You should agree the plans for follow-up after Process Safety Day with the team.



## Process Safety Day Resources and materials

### Process Safety Day Website

You can find a range of support material on our [Process Safety Day website](#) to help you prepare, design and promote your Safety Day event, and to use on the day:

### Process Safety Day video

Following three videos are available for event leaders to use on the day.

- 1) one with a message from Raoul Restucci – PDO MD
- 2) Master class on AI-PSM telling about its importance, what causes an incident and what systems we have in place.
- 3) Actual CCTV footage of a process safety incident “Mexico Refinery Explosion”

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