

TEA SHACK NEWS

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 **STEP CHANGE
IN SAFETY**



Workforce engagement

How the workforce could be the most efficient safety barrier a firm has

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Unions join forces to reassure workers **P2**



Kim proves to be passionate about safety **P4**

Shock tactics when coming back to work after a break **P7**



SAFETY MOMENT

A corroded tank, a puddle, a vibrating pipe - did anyone report it?

#playyourpart

Minor incidents can lead to major accidents

- Do you always assume someone else has reported a minor defect?
- Don't ignore it, report it
- Make sure any reported defects by others are respected and recognised
- Try changing your route as you walk through your plant to see it from a different angle
- Talk to others about any concerns and report it

Find out more at:
www.stepchangeinsafety.net/safer-conversations/safety-alerts

 **STEP CHANGE
IN SAFETY**

Workforce Engagement – Want or Need?

It's a phrase we hear on a regular basis – but what does it mean?

A fully engaged workforce is one of the most effective safety barriers against incidents and accidents for an organisation to have. In practical terms, this means creating a workforce culture in which everyone feels able to actively participate and free to challenge. As an industry, we have improved greatly, creating good processes and managing plant conditions but getting the workforce fully involved is the key to making a real step forward in safety performance.

Too often it is assumed that 'we' know what the workforce wants, and when the workforce is 'engaged with' they are concerned it is a test, something to be feared or even something which could mean the difference between keeping and losing a job. Well, assumption is almost certainly the mother of all mistakes. To assume we know what tens of thousands of workers in the North Sea want, know or feel would be naive at best. To assume there is one singular option, is just completely insane! If you want to know what the workforce think, then ask them!

'Workforce Engagement: a practical guide' is part of a toolbox which directs organisations through a process of doing just that. It sets out to positively improve engagement behaviours (visibility, communication, involvement, support, challenge and participation) at the worksite.

A continuous improvement cycle of creating a desire for change, identifying strengths and areas for improvement,

preparing and implementing an action plan and reviewing the process is outlined.

Executive director of Step Change in Safety Les Linklater said: "We are so concerned with 'engaging' with the workforce we can almost forget about the workforce. Time and time again I'm told the workforce isn't engaged and the reality is, it is engaged – you just have to listen and do something with what you hear. Making assumptions and presuming to know what the workforce wants will only do two things; disengagement and a loss of trust – both incredibly important in communication."

So why not ask the workforce for its opinion, and really listen? The workforce engagement online survey maps each worksite to a maturity model for each of the behaviours and benchmarks each site against an industry average. These results can be used to identify areas for improvement and help build a HSE plan to improve workforce engagement.

The toolkit's purpose is to provide a framework on which to build, assess and improve, through positive actions, the level of workforce engagement on a site-by-site basis.

The workforce can obviously be concerned about why the survey was being carried out. Was it a ploy to find out who was working properly? Was it going to get people into trouble? The answer is – No. It's completely anonymous and was developed in partnership with the Health and Safety Executive and the Trades Unions.



The purpose of the survey is to listen to what is being discussed and talked about at the coal face regarding safety. It's a way for the decision-makers to gauge and take note of what are considered the real issues for the people and how any issues can be improved upon. It gets everyone on the same page!

Beyond the initial fears as to what the survey would result in, people were sceptical of how the survey would impact their day-to-day life. Would the survey really make a difference? Was it another box-ticking exercise, would the change happen?

The member organisations of Step Change in Safety which carried out the survey found it incredibly beneficial and real changes are being made to improve engagement and drive efficiency.

HSEQS and Aviation Assets manager Alan Easton, of Total, said the organisation introduced the survey to the company's workforce through its London office. Alan said: "The timing was perfect as it coincided with the launch of a project to improve the safety culture within the downstream area of Total UK."

Initially they needed to understand what the safety culture was in the organisation. He added: "We chose to address the whole safety culture through targeting workforce engagement across our entire organisation, about 175 people across three main locations and home-based."

"Executive director of Step Change in Safety Les Linklater was happy for us to be the first downstream organisation to use the workforce engagement survey tool. We found the survey hugely beneficial."

"The first thing that impressed us was the way in which we analyse the results for each location (including home-based workers) separately but then also analyse the collective Total UK result. This gave us the opportunity to compare and contrast the level of engagement at each location, rather than perhaps just end up with a 'one-size-fits-all' approach."

"The second impressive thing was that the description of attitude and culture at each location very accurately replicated what we believed through site visits."

Alan added that the employees recognised the importance of the survey, in order to improve safety and engagement. He said: "We received more than a 90% response rate. Before the launch several employees expressed concern at the thought of their responses being assessed by psychologist, but the ability to

recognise each location in the results soon quashed any concerns they may have had."

The organisation learned significant lessons. Alan added: "The biggest lesson from the original survey was the realisation via the analysis that management 'imposed' safety from above, in a prescriptive manner. Turning that on its head and working closely with teams such as the site safety committees to develop their ideas into safety culture and engagement-related projects resulted in better buy-in and ownership, and undoubtedly we had better results."

Total Downstream are on an improvement journey and have already seen their engagement maturity go up across their worksites. They continue to use the tool and look for good practice to help them make further improvements.

In an industry that is under pressure and a workforce that is rightly concerned about the future, surveys like the WEST one are invaluable for both company and employees, in creating a common understanding of the opportunities. Learning from one another and sharing experiences and concerns will improve safety efficiency and drive efficacy, while the workers will feel motivated, valued and will put their trust in an organisation which really does listen.

● The WEST survey is available to members of Step Change in Safety. For more information, please contact west@stepchangeinsafety.net



TEA SHACK NEWS

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Read the publication online

We'd love to hear your news and stories. Here's how you can contact us:

www.stepchangeinsafety.net/tsn

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#playyourpart

Tea Shack News is produced by Step Change in Safety – a not-for-profit tripartite organisation involving the unions, regulators and industry. It aims to share industry good practice and information to help oil and gas industry workers do their jobs safer. All resources and events are available free to its members.

Transport gives cause for concern

As investigations continue into safety improvements to the EC225 helicopter, unions join forces to ensure there is no return to service until assurances have been made

Recently the Offshore Helicopter Safety Leadership Group met with the CAA and Airbus to discuss advances in the ongoing internal investigations into the improvements being made to the EC225 helicopter type.

At Unite the Union and RMT we are acutely aware of the ongoing concerns and the lack of confidence the lads and lassies offshore have in helicopters, not only the EC225s.

As we listened to Airbus and EASA discussing findings and ongoing work into gearbox types and the fact they are looking to raise the safety standard in helicopter flight globally – not just fix the problem identified after the interim AAIB reports – we couldn't help but think "we've been here before, you told us it was safe before".

The fact we have had this aircraft type in the sea six times since 2009 with the loss of more than 30 lives makes any proposal for a return to service extremely difficult and will cause considerable concern for workers.

If investigations continue and we have no certainty over a root cause, added to the concept of additional checks, which involve intrusive maintenance, any idea of a return



Investigations are ongoing into improvements to the EC225 helicopter

to service becomes an even greater concern to offshore workers.

Helicopters remain the highest concern for the offshore workforce and we are incredibly aware of that. With that in mind we will continue to show our support to the workforce and will not support any return to service until a safety case has been delivered and we feel it is appropriate to do so.

Two decades of positive impacts

Step Change in Safety celebrates 20 years of collaboration to improve safety in UKCS

The 20th anniversary is an ideal opportunity to share what Step Change in Safety has achieved, its positive impact on the industry, and future plans.

Since 1997, the organisation has worked hard to bring together operators and contractors, trade unions, regulators and the onshore and offshore workforce to achieve one important goal - improve safety and effect change in our industry through collaboration.

A series of new initiatives, guidance, tools and events have been developed and implemented to enhance safety for those on the frontline of our industry. Regardless of the economic environment and wider challenges this has been achieved year on year.

Some of the most significant safety-critical initiatives include the introduction of the Category-A EBS breathing system in 2014 followed by the Common Clothing policy and Passenger Size restrictions in 2015, which was done in collaboration with Robert Gordon University, Oil & Gas UK and SCIS's Helicopter Safety Steering Group (HSSG).

Most recently SCIS's Asset Integrity Steering Group and the Major Accident Hazard Understanding workgroup

launched Major Accident Hazard (MAH) training aimed to help onshore staff recognise their role in making the offshore environment safe.

In addition there was the roll-out of the Safe Working Essentials Tool, the standardisation of common processes - Toolbox Talks, Dynamic Risk Assessment and

Observation Cards. Through widespread workforce engagement and a successful trial phase, the working tool, which is designed to improve safety and productivity, is now being delivered across 30 sites.

Les Linklater, executive director, said: "It's an honour to be part of Step Change in Safety as it marks this milestone. We begin our 20th year in a strong position from the effective collaborative working across the industry throughout the years, not only through the introduction of initiatives, but the ongoing commitment from our members who continually demonstrate that safety is at the core of everything we do."

"Despite challenging times, I'm proud of what has been achieved and have great confidence in the future in continuing to work together to reach our number one goal of improving safety across our industry."

"Our members demonstrate safety is at the core"



Les Linklater, executive director, Step Change in Safety

SIMPLIFICATION

DID YOU KNOW...

Simplification's **Safe Working Essentials** booklet uses FSC papers, which means it is sourced from responsibly maintained and sustainable forests. It also uses materials that are biodegradable and not harmful to the environment.



The design work was by a social enterprise - **Foyer Graphics** - a creative design studio which invests its profits in **Aberdeen Foyer** - an organisation which work with people who have been homeless, at risk, or unemployed, to overcome barriers and make major changes in their lives.

✓ **Protecting the Workforce**

✓ **Protecting the Environment**

✓ **Giving back to our community**

Foyer Graphics

A design studio with more beneath the surface...

#creatingadifference

Foyer Graphics is proud to be working with **Step Change in Safety**. We are an experienced design team with competitive rates and ethical values > our profits support a local charity.

 **Brand /Logo**

Logo design
Brand guidelines
Brand refresh
Icon design

 **Design for Print**

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Brochures
Stationery
Annual reports
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Adverts
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Passionate about safety at work



Kimberley Watts

By Kimberley Watts FM & Anomaly Co-ordinator

My current role is an Anomaly/FM Co-ordinator which I am contracted through CAN to Centrica and work as a part of the Asset Integrity team.

The main focus of my job is the repair of anomalies whether it is a mechanical repair or a fabric maintenance repair, through to close out. I also manage large scopes of work during the annual shut-down period.

I have been a safety rep onshore for three years and am the main focal point for the safety rep team; I have always had a keen interest in safety.

Over the past three years I have set up a number of HSE workshop days where two major local companies, Glaxo Smith Kline and BAE Systems, have visited the terminals to share best practices and discuss HSE-related issues, during these workshops we share our learnings in the different industries.

I am passionate about safety and want to make a difference in the workplace. I play a leading role in the terminal's safety rep team and have recently done a lot of work organising knowledge-sharing workshops with local businesses to share experiences and best practices. It has been advantageous to be able to take the

information gained from the G18 to feedback and share with both the Centrica onshore and offshore safety reps and management teams. Doing this has assisted in embedding the already established offshore HSE learnings to the onshore facilities.

It has been a great opportunity to interface between the Step Change leadership and the onshore workforce, where at present we are potentially missing out on a lot of useful information and industry-wide learnings.

I have contributed by sharing any lessons learned and safety-related matters from the onshore workforce which might not reach the offshore environment, also supplying feedback with suggestions and improvements from the onshore workforce and safety reps. Having a good working relationship with the workforce has enabled me to gain strong personal skills in which I am a better communicator/listener and confident with people. I feel passionate about safety and stand by my beliefs.

Here at Barrow Terminals, the safety reps get together at bi-weekly safety rep meetings which include the attendance of higher management.

Each safety rep has regular time out for safety with their discipline groups, whether it be contract companies or mechanical/electrical teams.

We have a great system in place, whereby we go out on the plant and conduct what is called active monitoring, this is a great way to proactively look for any unsafe condition out on the plant.

The Regulator's View

By Chris Flint



Confidential reporting, whistleblowing and unannounced visits



How do I raise a concern with HSE?

If you can't resolve a health and safety concern with your employer or through your safety representative or trade union you can raise it online at the HSE website 'Workplace

health and safety Concerns' page. If you are raising a concern about health and safety at the place where you work, then be aware of the protection that employment law gives you as a 'whistleblower'. You can find out more at www.gov.uk/whistleblowing.

HSE will only take action if the concern relates to a work activity, is sufficiently specific to enable identification of the issue and the duty holder and/or location.

Additionally the issue raised needs to have caused or have potential to cause significant harm or to constitute a significant breach of health and safety law. HSE?

Will someone from HSE visit?

Generally, we will seek to get your concern resolved by contacting the employer. This may include a site visit either specifically to investigate your concern or as part of a wider planned inspection.

How long will it take to follow up my concern?

We aim to start following-up concerns within 24 hours if we assess your concern as a serious risk and within five days if we assess it as a significant risk. However, completing our enquiries will take longer.

Can I raise a concern on someone else's behalf?

If you have seen or experienced the workplace concern yourself then you can raise it with us. If you are raising it on someone else's behalf we will ask for the person affected to notify unless they are unable to.

Will HSE disclose my name if I raise a concern?

We ask for your name and correct contact details to allow us to follow-up your concern but we will not disclose your name to your employer if you don't want us to. However, depending on the nature and circumstances of your concern it may be possible for your employer to guess that you notified us.

Playing my part – Aimie Clark

Aimie Clark has been HSE co-ordinator for MMO UK at Aker Solutions (Aker) for the last two and a half years.

She joined Aker in 2010 as a CAD operator before she was promoted to a close out co-ordinator and then she became interested in health and safety when the HSE adviser required help.

Aimie is very passionate about health,

safety and environment and especially likes the people she deals with.

After being brought up in Bankhead, Aimie then moved into Aberdeen city and then out to Cove. She currently lives in Torry with her boyfriend Jamie and their two dogs, a Jack Russell and a collie. When she's not taking her dogs out for walks, Aimie is very crafty and enjoys making jewellery, does canvas art and has recently taken up crocheting.

She is also a keen singer-songwriter and has written hundreds of songs throughout the years and has become a recorded artist with two albums which she did as a Christmas present for her mum.



Aimie is a keen fan of Dexter

What is your dream job?

I always wanted to be a vet and I would love to have an old steading that I could convert to a pet rescue centre.

Where is your favourite place to travel to?

It would be Skye or Inverness, it's a lovely place to go to rent out a cottage and take the dogs.

What is your favourite programme?

I like Dexter and Prison Break, in fact I like all the Netflix originals.

What are you reading just now?

I am reading The Firm which is the biography of The Krays

What is your favourite film?

Overboard, I used to watch it every night when I was a youngster.

Much more than feeling sleepy

We had another great Sunday safety meeting on fatigue with offshore and onshore oil and gas workers (81 offshore and onshore sites joined in live on March 12) with Vic 'n' Bob, Jake Molloy and Neil Clark, from Integrated Human Factors, supporting us with his expertise in Human Factors.

When we carry out these webinars we like to ensure people take something away from them. One of the questions was - do you understand what fatigue is and how do you deal with it?

How well did you sleep last night? How long have you been awake for? How are you feeling? These simple questions can be the difference between a major accident, serious injury or an uneventful day at work. These questions are for everyone offshore, because everyone carries out safety critical work on a daily basis.

Learning from what each speaker brought to the table we saw graphs indicating the effect fatigue can have on workers.

The most startling of those was when it was identified that fatigue is worse than alcohol for performance degradation.

Fatigue is nothing to be ashamed or afraid of, people should be able to identify and acknowledge it without fear. It does need to be understood by all, talked about and managed as part of our day to day planning, TBIs and activities.

Self-assessment isn't always possible when it comes to fatigue so we rely on our colleagues to identify the signs. We need to help each other.

The WEST webinar is available on YouTube and from us here at Step Change for you all to see and use.

We want to hear from you. What would you like the next discussion to be about? These are your meetings and we will cover the talking points heard at your Tea Shack.

**Cheers
Vic 'n' Bob**



Industry insights

Much remains to be done

By Alix Thom, Oil&Gas UK

The last two years have been turbulent and challenging times for the offshore oil and gas industry and everyone working in it. The industry has had to change some of its ways of working and address its high cost base in response to lower commodity prices.

The downturn has inevitably had a significant impact on the workforce - both on and offshore. Companies have had to make very difficult decisions.

There is no doubt that the industry's efforts to improve efficiency and reduce its operating costs are helping, but new investment is urgently needed to sustain activity for an industry which still supports more than 300,000 jobs throughout the UK. Much remains to be done.

An engaged workforce will be vital to delivering the greater efficiencies we still strive for.

Leaders need to share with the workforce why such actions are being taken, and the important role everyone has in helping to boost the North

Sea's competitiveness - and so a more secure future for the UK industry.

Industry needs to engage with - and involve - its workforce as it tackles its challenges. And the workforce - whether they are offshore or on the beach - needs to believe they have a stake in the industry's vision for the future.

Companies are adopting different methods and practices in fostering better workforce engagement. However, I can identify four principles which are common to all companies where engagement is deemed successful.

These are:

- A shared vision - owned by and with the visible commitment of the leadership and employees at all levels.
- Engaging managers - as they are the key to a company's culture and will determine whether their companies 'facilitate and empower' or 'command and control' their workforce.
- Voice - there must be a mechanism for the workforce to give their views. Crucially, they need to know they will be listened to and that their opinions can make a difference.
- Integrity - behaviour within an organisation needs to be consistent with what the leaders say and do.

Delivering sustainable change in any industry, including our own, requires changes in culture and behaviours. These can be as difficult to define as they are to put in place. But there is one certainty among all the uncertainties our sector has had to endure. And that is that everyone has a vital part to play in helping deliver all that our industry needs to recover the billions of barrels of oil and gas the UK Continental Shelf still holds.



Union Opinion

Lord Cullen told us!

By Jake Molloy, RMT

When I was asked by TSN to do an opinion piece around 'workforce engagement' I thought "No", I've been flogging that particular horse for longer than I care to remember it's time somebody else had a go.

It was realising how long I've been flogging this issue and why that made me decide I would do a bit, or at least I would use the words of someone else to explain why improving 'workforce engagement' has and always will be my primary objective.

In the aftermath of the Piper Alpha disaster and the lengthy Inquiry that followed Lord Cullen produced his findings in November 1990. There's a lot of reading in his report but as a safety rep offshore there was one bit stuck with me;

"21.74 The representation of the workforce in regard to safety matters is important not merely for what it achieves on installations but also for the effect which it has on the morale of

the workforce - in showing that their views are taken into account and that they are making a worthwhile contribution to their own safety. For this purpose, it is clearly advisable to have statutory provisions which are well known, universally applied in similar circumstances and effective in operation."

For some time now we've been hearing from numerous sources that morale offshore is at an all-time low. The current downturn is absolutely detracting from any concept that workers' views are being taken into account. And while some workers may be making an effort, the vast majority are not interested in making any kind of 'contribution'. On this basis Lord Cullen's words become all the more important and today we all have a part to play. Workers have got "statutory" rights and can use them. Employers have "statutory" duties and must comply. There is a "statutory" regime in place and the regulator should ensure it is complied with.

In this respect it is good to hear that the long awaited HSE "Workforce Engagement Inspection Guide" is nearing completion and I for one look forward to seeing it applied. We need the HSE to step up and support Lord Cullen's vision from 27 years ago because, in my opinion, the statutory provisions designed to deliver workforce representation and as a consequence 'workforce engagement' are not being universally applied in similar circumstances and are not as effective as they could, or moreover should be.

As I say we've all got a part to play, but the HSE's part is vital for the others to engage, and that's what Lord Cullen wanted.



Building bridges in North Sea safety

Confidence in transforming the offshore culture

By Shane Gorman
Elected safety representative

Step Change in Safety kindly asked Gary Calder, Glen Sheppard and myself, of Step Change's G18 fame, to help facilitate the MD workshop 'Managing Major Accident Hazards in a Low Oil Price Environment'.

I arrived the previous evening and was lucky enough to be invited for dinner. It didn't take long before the discussion turned to the topic of safety.

During this rich conversation, a very familiar thread started to reveal itself - the importance of open engagement. We were discussing ways to improve on safety culture with two senior executives from Rolls-Royce and Total who were using slightly different language, but I recognised the substance of this conversation from the deck of offshore installations.

Fast-forward to the following day's event and the same thing started to happen during the incredibly interesting and valuable

workshops. Once the ice melted away, these senior executives were fully engaged with one another, openly discussing their company policies, procedures, controls, strengths and, indeed, weaknesses.

They were engaged in learning from one another and in sharing ideas, actively questioning and seeking out a spark of inspiration that might allow safety improvements to develop in their own organisations. It was a remarkable and thought-provoking event.

I believe the goal to make everyone leave feeling a little uncomfortable with a realisation that improvement was needed but also possible, was achieved.

So why did this level of open engagement surprise me? I know there should be open lines of communication from the deck offshore to the boardroom and vice versa. But I came to realise these lines are assumed to be clear from blockage on both sides...but are they; clear from blockage? The boardroom want the same things as the deck offshore: less paperwork, simpler procedures, more transparency, open and honest reporting, a just safety culture, confident and empowered safety committees, real and honest engagement in safety

observations and improvements (STOP etc). I could go on...

For me this all proves the desire for open engagement and a just safety culture is there. It is not just lip service, it is not a pipedream.

It is a real and achievable goal that we are all constantly working on.

These events, along with others I have attended, give me confidence and a real sense of hope and belief in the transforming culture of our industry.

Hearing the conversations and engaging with senior company executives in the same manner as I engage with the roustabouts, roughnecks, riggers, pipefitters, welders, engineers, painters, electricians, caterers, chemists, CROs, OIMs and the wealth of personnel who make up our front line workforce, made me emotional with pride to the point where I now feel even more driven to bridge the gap; and there is still a gap.

It is clear there are some blockages in the communication lines between the boardroom and the deck offshore. I think I know where these blockages are and more importantly, how to clear them.

Once we do that; once we have barrier-free bridges that anyone



and everyone can cross, we will have synergy in our industry from the decks offshore to the boardrooms in town; and once this is

achieved, we will become the envy of the worldwide oil and gas industry for our open and continuously improving just culture of safety.

STEP CHANGE IN SAFETY

HUMAN FACTORS IN MEDICINE

Competence & Human Factors

We are all human - Human Factors affects every single person in every single industry. Throughout 2017 these four sessions will look at how human factors is addressed in four industries; Medicine, Nuclear, Construction and Transport.

Step Change in Safety along with the Human Factors workgroup will host a series of cross-industry sharing and learning events. The first of these, which will be held at the **AECC on May 16**, is **Human Factors in Medicine**. The event will see Royal College of Surgeons - Manoj Kumar - deliver a presentation on the medical industry and how patient safety is addressed, how challenges are overcome and some examples about the huge improvements which have been made to date.

Places are limited so if you would like to attend the event book now!

#playyourpart

Email: info@stepchangeinsafety.net
Web: www.stepchangeinsafety.net
Twitter: [@stepchangeinfo](https://twitter.com/stepchangeinfo)
Facebook: [/stepchangeinsafety](https://www.facebook.com/stepchangeinsafety)

A toolkit for ESRs: Incident investigation

Are you reading this as an elected safety representative (ESR)? Then you are undoubtedly aware that our latest charter makes reference to involvement in incident investigations, as follows: We expect to be encouraged to participate in incident investigations as either a member of the investigation team or independently.

The importance of correctly identifying, recording and investigating incidents cannot be overstated.

A robust approach to incident investigation will inform and improve overall health and safety performance and reduce the risk of major incidents or accidents at work.

Given the significance of incident investigation, it is crucial that ESRs feel comfortable with the process and the part they have to play in it. With this in mind, incident investigation specialist Matrix Risk Control has developed a one-day investigator's toolkit course, specifically for safety representatives.

The course programme starts with an overview of current legislation in relation to the roles and responsibilities of ESRs and goes on to explore the definition of an incident and when one is most likely to occur.

Delegates are then introduced to a likely incident scenario, which is referred to throughout the day, as they work through topics such as scene management, the investigation process, human factors and interview skills. An overview of Root Cause Analysis (RCA) is also included.

Alan Smith, operations director at Matrix Risk Control, has driven the development of the new course. He feels strongly about creating a positive culture and approach towards incident investigation and said: "Having led or overseen numerous



high-profile and tragic incidents over the years, one common denominator is that each of these is preceded by a pattern of minor incidents or misdemeanours.

"Typically - and revealingly - the root causes of these seemingly minor incidents will be the very same as those which cause the major real one.

"We appreciate that training involves a time and cost commitment from organisations. For this reason, the course content has been condensed into a single comprehensive training day to specifically meet the needs of ESRs."

Founded by senior police investigators in 2009, Matrix Risk Control helps organisations manage many major forms of operational business risk. The

company provides training and specialist support services in the three core areas of incident recording, incident investigation and root cause analysis. Its team of 14 supports clients internationally and is headquartered at Aberdeen's Waterloo Quay.

Further information on the new course can be accessed by e-mailing Matrix Risk Control direct on info@matrixriskcontrol.com or by telephoning + 44 (0) 1224 937497.



The one-day course is aimed at safety reps



The event sees an assortment of actors, speakers and stalls highlight the importance of safety at work



Delegates have heard from many speakers over the years, including Olympians and mountaineers

Back to work in safety, using 'shock tactics'

On the first working day of every year for the past 10 years, the team at Shell's Bacton, in North Norfolk, has held a 'Back to work Safety Day'.

The objective is to focus everyone's minds, refresh their safety knowledge and prepare for the year ahead. This year it was held at the Holiday Inn at Norwich Airport.

The day was organised by the company's safety team and elected safety representatives and comprised an assortment of actors, guest speakers and several market stalls all offering different activities including a quiz on Major Accident Hazards, and identifying if a colleague is having a heart attack, and how to deal with it.

The guest speaker this year was former Olympic cyclist John Norfolk. John spoke in great depth about harnessing the different qualities within his team, understanding individual strengths and weaknesses, realising potential, and how small adjustments can improve efficiency.

Previous years have seen many different and diverse speakers including

last year when delegates were touched by the story of a man who was blinded in an industrial accident discussing how it changed his life.

We have also been introduced to a mountaineer affectionately dubbed 'Mr Frostbite' who had lost the tip of his nose, along with several fingers and toes (from frostbite) after being stranded on a mountain in temperatures of -60 for several days. He discussed having to adapt to life afterwards.

One of the reasons for these 'shock tactics' is to emphasise the importance of working safely to prevent similar life-changing incidents happening to ourselves and our colleagues.

It is important to stimulate conversation among the audience letting them discuss how to deal with the hazards they face on a daily basis. All this is done in a very relaxed and convivial atmosphere among people from all trades.

It was a fantastic event - long may it continue!

Bob Egan - HSE

Joined-up thinking

Who is the Marine Responsible Person on board your installation?

You may be surprised to read that vessels colliding with platforms is not uncommon; 14 collisions or near-collision were reported to the HSE in 2013-14.

And most of these incidents were vessels that had been invited into the area around the platform, not errant vessels that had drifted in.

A '500m safety zone' surrounds all installations; the OIM or a delegate is responsible for all marine operations in this zone and vessels must be invited to enter. Having a 'marine responsible person' communicating

with and monitoring the movements of the vessels within this 500m safety zone is good practice in the prevention of collisions.

Step Change in Safety has collaborated with the Marine Safety Forum to produce the latest Joined-up Thinking pack called 'Marine Operations: 500m safety zone'. The film describes an incident where a vessel collided with an installation and is accompanied by a guidance document. The packs can be downloaded from www.stepchangeinsafety.net/joined-up-thinking-packs or www.marinesafetyforum.org

STEP CHANGE IN SAFETY

WE WANT YOU TO JOIN THE G18



#playyourpart

Step Change in Safety is Calling on Elected Safety Reps to help represent the Workforce. Our G18 Group is in need of more members to volunteer and help raise any issues, needs and concerns of those working offshore. If you're interested please contact:

Email: info@stepchangeinsafety.net
Web: www.stepchangeinsafety.net
Twitter: [@stepchangeinfo](https://twitter.com/stepchangeinfo)
Facebook: [/stepchangeinsafety](https://www.facebook.com/stepchangeinsafety)

Who do you trust?

by Les Linklater
Executive director,
Step Change
in Safety

In an industry that doesn't have its troubles to seek, building a better relationship between the frontline workforce and those in the boardrooms continues to be seen as vitally important, to build a sustainable future.

Safety, efficiency and industrial relations all rely heavily on that relationship, and all the layers inbetween functioning as well as they can. Everyone has a part to play in making engagement happen.

What does this year's Edelman Trust Barometer say and what might it mean for every one of us? For the first time in the 17 years in which Edelman has been running its survey, more than 33,000 people have participated from 25 countries and it worryingly presents a picture that there are more of us who distrust the system (government, media, NGOs) than those of us who trust it.

If the mass population don't trust the system that has been put in place to keep us safe, where does that leave us?

Globally more than 53% of people believe the system doesn't work for



them specifically and they think leaders won't fix identified problems. The credibility of the CEO is at an all-time low and we are as likely to trust a peer, someone like ourselves, as we are a technical expert.

At first glance it's easy to say 'so what?' but just take a moment to think about this in the context of safety.

In both offshore and aviation safety, our foundations are built on the effectiveness of government regulation, enforced by both the Health and Safety Executive and the Civil Aviation Authority, while being part of the system.

If, as the survey suggests, our trust in the system is eroding faster than the polar ice cap then ask yourself, what

might that mean as we face some challenging questions? One such question is the possible return to service of the EC225 helicopter. If and when the national regulators have sufficient confidence to lift the restrictions, will our workforce have sufficient trust and confidence that the system is working with their safety at the forefront?

Moreover, the findings indicate that we are unlikely to believe that the right decisions have been made, if they are delivered by the CEO, or we are unlikely to challenge the technical expert with the opinion of, at best, the enthusiastic amateur - at worst someone wielding a metaphorical axe with nothing better to do than amplify their

anxiety and concerns to their own advantage - what does that mean as we navigate these big questions?

One of the other challenges we face in terms of engagement is that we are now four times more likely to ignore information that contradicts what has already been put in place. We're just not as open to change or the alternate world view as we once were, and we are less likely to listen to someone with whom we disagree. Think about that poor CEO telling you safety is their 'top priority'. I don't doubt they believe it or their commitment, but I am not sure that the average worker shares the same belief.

So how can each of us play our part to build

trust and create a new operating model for engagement? We must listen to all stakeholder views and pay particular attention to issues that show a concern for their safety or their livelihoods. Dialogue is essential and this must be delivered by peers, at any level. Not from the top down or from a parent to a child point of view but adult to adults, peer to peer. As an industry with Elected Safety Reps we already have the tools in the toolbox to build dialogue but we need to embrace it more fully. ESRs care passionately about safety and their constituents. We must support these often unrecognised assets better.

Building trust must start somewhere, this is where I'd start.

Stories from the shack

I'm not here to preach to anybody. I just say it like I see it. However, I do wonder about this thing we know as 'engagement'.

What do you think? Are you engaged by your employer and, more importantly, the industry? If you think you are then maybe you should write in and let TSN know. I got asked and being honest - I don't know.

What is engagement? Who is involved with engagement? Does the industry do it? Do workers do it? Does everybody or anybody? Do we get it?

It seems to me that 'safety' is the number one buzzword, especially when it's about 'holding the handrail' and that's what numerous others say to me. So what does safety mean for you - sitting reading this offshore? You've got a voice, so use it! Don't just let your employer engage with you. Why don't you engage with them?

Personally, I'm not sure about the industry doing the annual 'pat ourselves on the back' thing - after all, they have to justify certain things to themselves, don't they? No doubt we've seen good examples of it - I've friends on Nexen platforms who have nothing but praise for the engagement principles shown by them. However, for every good example there's more bad!

For some, the engagement thing is a human resources exercise to justify an inflated salary. Like I say, I don't know. Is it a genuine driver within the industry to continuously improve? Or is it just more mumbo jumbo to condition us to make sure we achieve this M.E.R. they talk about here?

I'm sure you've an opinion! I may not know what engagement is all about but I know that all the stakeholders (oil companies, regulators and the unions) within the industry need to empower the workforce more, listen more and take into account our thoughts (a whole lot) more - and drop the personal agendas too!!

To realistically achieve true, genuine engagement, it's not just about buzzwords, it's about listening, understanding, taking chances and most importantly coming out of your comfort zone for the benefit of all, not just the price of a barrel of oil. Maybe one day when 'they' claim to have carried out everything I have mentioned, when they have been jumped on and it's not just some pie in the sky fable, it's an actual factual result. Until that time, you ask yourself the question - is engagement an epic failure?

TEA duko

Tea break

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4	6				8	1	9	
				6		5		
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	9			4	1			
		7				4	2	

Lunch break

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1							6	4
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Delayed flight

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					8			6	4
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8				6			9		
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3	7						2	8	
		4					5		
	8		9						1



PLAY YOUR PART

Tea Shack News wants to hear your opinions on safety-related issues at your workplace. Send your comments and letters to editor@teashacknews.com