Richmond Refinery

Incident and Injury Free

2012 Q1 Proactive Event

Manager and Supervisor Cascading Action Plan
Chevron and Contract Partners
1/16/2012

OE Week and D&R Incident Video Event – Please review and follow Phase 1 and Phase 2 for OE Week engagement.

Phase 1 – Manager and Supervisor Preparation Engagement, Time frame: January 16 – January 22. Managers and Supervisors will review and verify for understanding the intent of the OE week event by meeting with their functional teams to complete the OE week activity. **RSL specific** – RSLs will be responsible for rolling out OE Week and D&R incident video materials with STLs, with support from the Section Heads and Refinery Business Managers. **Company Reps/ Contract Owners** – Please verify that your Contract Partner Managers and Supervisors have a plan for implementation with their workers, or if contract partners will be integrated with Chevron meetings. **Phase 1 Steps:**

1. In your functional groups, complete the discussion guide (PowerPoint attachment below with video*)
2. Then, build alignment on final outcomes expected for each business unit and/ or work group:
    a. **<u>Optimize discussion questions</u> in order to promote meaningful Operational Discipline discussion for your group. Some questions may need to be slightly edited to focus on the Operational Discipline challenges that are the greatest for your teams.**
    b. Decide how to best deliver this message with work groups, including preparing any added discussion materials or cheat sheets.
    c. Discuss and decide where assistance from a facilitator may be needed. Identify whether or not outside groups (or a facilitator) should be invited to participate with crews. If yes, coordinate and make arrangements.
    d. Determine the best time frame and logistics that will support a successful event.
    e. Attendance Expectations – plan for everyone to attend. If someone has missed a Phase 1 or Phase 2 Workforce Engagement session, supervisors will have a plan for makeup sessions.

**We ask that the video be shared with only Managers and Supervisors during this phase – allowing for the video to have the full impact when it is shared with work groups.*

Phase 2 – Supervisor and Workforce Engagement, Time frame: January 23 - February 17. During this phase, supervisors will meet with their direct work groups and rollout OE week materials. During the discussion activity, supervisors will be responsible for collecting feedback from the discussion and send the feedback to the IIFLT. Attendance Expectations – Plan for everyone to attend including offering makeup session.

Resources

- Discussion Guide (with D&R video hyperlink)
- Feedback Form

After we have completed both Phases, our feedback will inform IIF events going forward and will be shared during the Business Plan Roll Out. **Phase 3 –Path forward with IIF and Operational Discipline during the Business Plan Rollout.**