Richmond Refinery

Incident and Injury Free

2012 Q1 Proactive Event

Refinery Wide Announcement – Every Task, the Right Way, Every Time
Chevron and Contract Partner activity OE Week Activity
1/16/2012

2012 OE Week and D&R Incident Video Introduction

What does Operational Discipline mean to you? This year, the refinery will be participating in an OE Week event which enables us to hear and reflect on the experiences of those involved in the D&R incident in November 2011. As a refinery, we'll listen as our coworkers recount their experiences during the incident - they will share what happened and some of their greatest concerns that surfaced during and after the event. And we will be given time to talk about how the incident impacts us, and how we feel about doing Every Task, the right Way, Every time after watching the video.

Why?

OE Week and our discussion activity will provide us an opportunity to make a shared commitment to our Tenets of Operation and **Always** doing Every Task, the Right Way, Every Time. We'll be able to talk about the many reasons why we **want to** choose to live and work in this way. And we'll have opportunities to share why we all must stay focused and cemented in our commitment to "Always" while working in the refinery – for the benefit of ourselves, our coworkers, and our families. This activity will start the New Year with a renewed commitment to Operational Discipline, Incident and Injury Free, and Loss Prevention.

OE Week details

In order to promote greater understanding and engagement in the discussion activity, the event will be rolled out in two phases, described below.

Phase 1 – Manager and Supervisor Preparation Engagement Managers and Supervisors will review and understand the intent of the OE week event by meeting in small groups and build alignment on how the incident relates to what has happened to us in the past, maintaining a sense of vulnerability with routine tasks, the tools available to us, and care and concern for people. **Time frame: January 16 – January 22**

Phase 2 – Supervisor and Workforce Engagement During this phase, supervisors will meet with their direct work groups. During the meeting, work groups will watch the video and discuss the incident and share feedback with the Richmond IIF Leadership Team. **Time frame: January 23 – February 17**

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