OE Week Discussion Guide

Richmond Refinery, January 2012

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OE Week - Introduction

"Each Tenet of Operation begins with Always. Performing every task, the right way every time will make sure every member of our workforce is incident and injury free – Always." - John Watson, Oct. 2011

Tenets of Operation

Our OE Week 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 watch a D&R incident video produced to help us with this activity.

- We'll talk about how we all must stay focused and cemented in our commitment to "Always" while working in the refinery – for the benefit of ourselves, our co-workers, and our families.
- This activity starts the New Year with a renewed commitment to Operational Discipline, Incident and Injury Free, and Loss Prevention.

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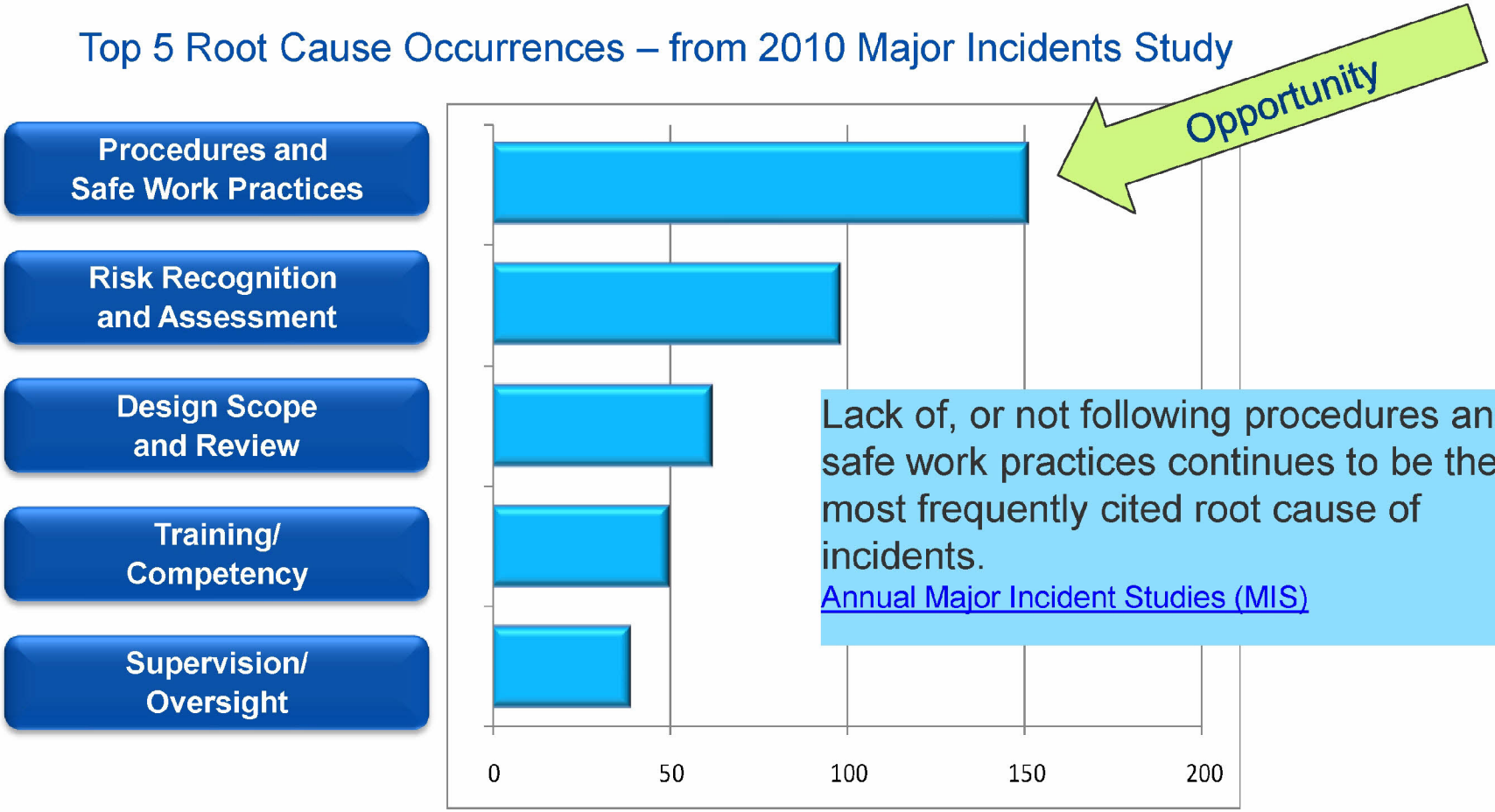
The Business Case for Committing to ALWAYS

Each of has immediate control of following procedures and SWPs.

Top 5 Root Cause Occurrences – from 2010 Major Incidents Study



Lack of, or not following procedures and safe work practices continues to be the most frequently cited root cause of incidents.

Annual Major Incident Studies (MIS)

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D&R Incident Video
Expectations

- During the video and discussion examine **our** personal Level of Commitment and:
  - ❑ Consider the hazards and risks before undertaking every task – being sure to recognize when severe injuries or incidents could result
  - ❑ Recognize when and why you are not truly committed to ALWAYS
- Leave today's engagement Committed to:
  - ❑ Do *every task, the right way, every time*, and
  - ❑ ALWAYS ensure the safety of yourself, your coworkers, and your family

Click here for D&R Incident video

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Discussion

1. How did the D&R incident /video impact you?
2. What would it have taken for the outcome of this incident to have been even more serious, or prevented entirely by the tools and processes you have available to you?
3. What are our critical tasks that always need to be done right every time? Are we identifying the hazards and potential consequences fully? If not, what needs to be done?
4. Can a similar incident happen to you or your coworkers? What situations trigger a greater level of attention in you? What do you do differently when those situations occur?
5. Describe how and when Stop/ Pause Work Authority in your area could have been used to prevent this (or a similar) incident. What do we need to do to ensure successful Stop/ Pause Work Authority?
6. How did the D&R incident (or another incident) change your approach to work and keeping yourself, your family, and your Chevron family safe?

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Discussion (cont.)

7. In our work, does the potential for an incident exist because expectations are situational or non-standardized? What are they? *Example from the D&R Incident:* During a start-up while O2 freeing a plant, the process for tagging bleeders was situational... Does a bleeder tag need to be used every time a bleeder is opened? Or just when you walk away from it? Discuss any similar scenarios.
8. In the D&R Incident, there may have been two factors negatively impacting hazard communication - multiple people fulfilling a single role and modified field turnovers. In our work, are there gaps in communication about equipment status, regulations, requirements, or roles and responsibilities that creates the potential for an incident? What are they?
9. Do you have job aids, procedures, or work processes that need revising? Or, Do you have job aids that should be procedures because of the risk associated with them? Discuss the course of action to bridge any gaps.

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Every task, the right way every time - Always

Please send Feedback forms to: rriiflt@chevron.com

This Incident and Injury Free activity satisfies the RI-300 IIPP requirement for the following:
Include a system for communicating with employees in a form readily understandable by all affected employees on matters relating to safety and health, including provisions designed to encourage employees to inform the employer of hazards without fear of reprisal.

Meetings – Each meeting begins with a short safety topic.

- Individual divisions/work groups organize and conduct safety meetings (committee or work team) to fit with work schedules, etc. Generally these meetings occur monthly and minutes from the meeting are posted or circulated through the work group.
- Records of safety meetings should be maintained for at least one year in division files.

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