



## BP Annual Contractor Safety Forum

PNW 05.15.19

**USPL**  
U.S. Pipelines & Logistics

WELCOME



THE MEETING WILL START PROMPTLY AT 08:30



Welcome, Introduction & Agenda

Marc Horn

**USPL**  
U.S. Pipelines & Logistics

# Agenda



Welcome / Introductions / Safety Orientation/Video	08:30-08:50	Marc Horn
USPL 18-19 HSE Stats / Incidents & Lessons Learned	08:50-09:35	John Varner/Matt Sullivan
<b>BREAK</b>	<b>09:35-09:50</b>	<b>15 minutes</b>
Contractor Management	09:50-10:10	Anar Khalilov
PSCM	10:10-10:30	John Diendorf
Control of Work Simplification	10:30-10:50	John Varner
Project Safety	10:50-11:20	Mary Anderson
<b>LUNCH</b>	<b>11:20-12:30</b>	
		
Group Exercise	12:30-13:20	ALL
Observations/Conversations	13:20-13:40	RC
<b>BREAK</b>	<b>13:40-13:55</b>	<b>15 minutes</b>
ISNetworld	13:55-14:15	ISNetworld Representatives
Contractors Presentation – Snelson	14:15-14:30	Snelson
Contractors Presentation – Hanging H	14:30-14:45	Hanging H
Wrap Up / Q&A / Evaluation Forms	14:45-15:00	



## Video – Michels “Promise Me”



Snelson - Promise Me Part 1.mp4



Snelson - Promise Me Part 2.mp4

# Bellingham WA – June 10, 1999





# Bellingham Incident Overview

- Shell (Equilon) was Operator
- 237,000 gallons of gasoline released into Whatcom Creek
- 3 young people killed and a number injured
- Significant environmental damage
- National media attention and public outrage
- Supply impacts: Northern section shut down “indefinitely”



# Bellingham Incident - “Swiss Cheese”

## NTSB Probable Causes

- Third Party Damage to Pipe ~5 years prior to incident and Olympics' inadequate inspection of construction activity
- Inadequate evaluation of internal inspection results/information
- Failure to test all safety devices prior to commissioning of Bayview Products Terminal
- Failure to investigate and correct conditions leading to unintended valve closures of Bayviews inlet valve
- SCADA database development work being performed on-line during normal operations (pipeline operated for 21 minutes post rupture – combination of SCADA error and human factor)



# Bellingham Incident

***Wake Up Call for the Industry and Regulators***

***Significantly changed Integrity Management expectations***

***Significantly changed Government oversight of the industry  
(e.g. added IM pipeline assessments requirements, Control Room Management)***

***Formation of Pipeline Safety Trust (Advocacy Group)***

# PNW HSSE Performance



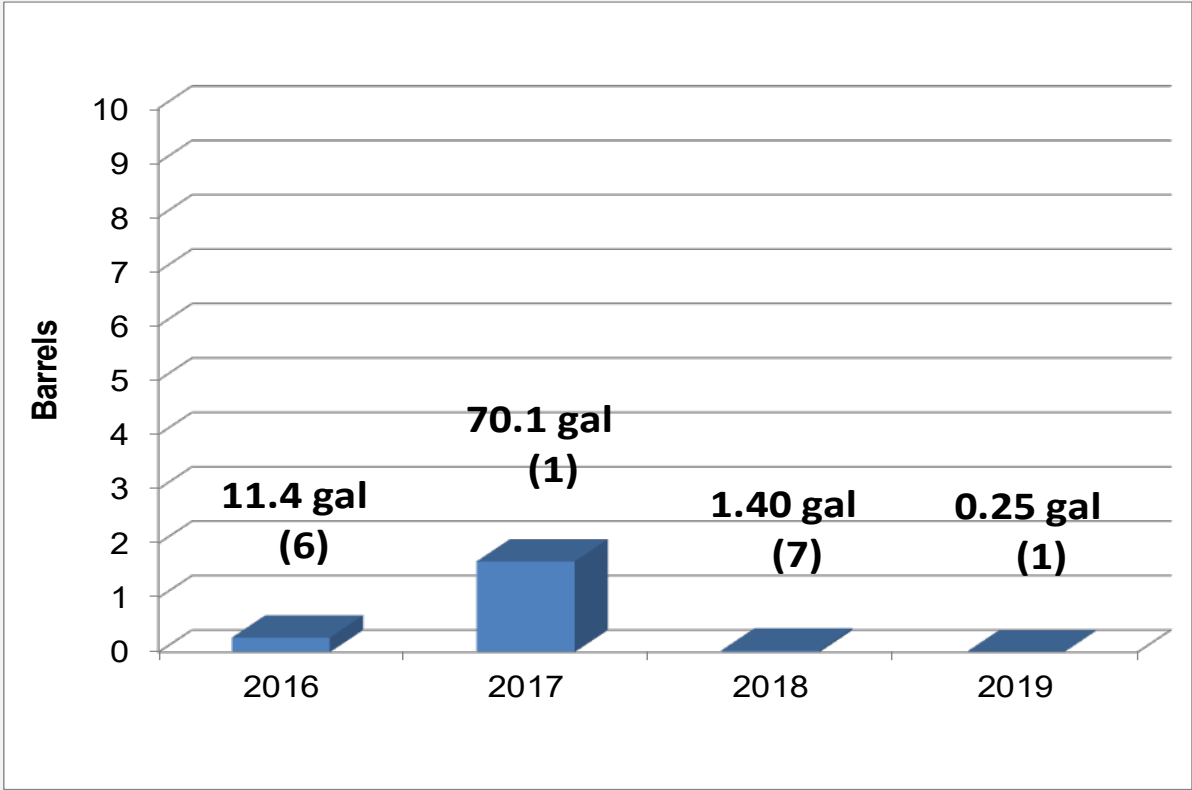
	2016	2017	2018	2019
Preventable Vehicle Accidents (work / non-work)*	2	0	5* 2 / 3	2* 2 / 0
OSHA Recordable Injuries	0	0	1	0
DAFW Cases	0	0	0	0
DOT Releases**	1	1	0	0

\*\*Release numbers are based on DOT criteria > 5 gal.

# PNW LOPC Volume



Total Volume (# pipeline releases)  
\*Does not include non pipeline spills e.g. mobile equipment hydraulic spills





## USPL Safety Stats and Lessons Learned

John Varner / Matt Sullivan

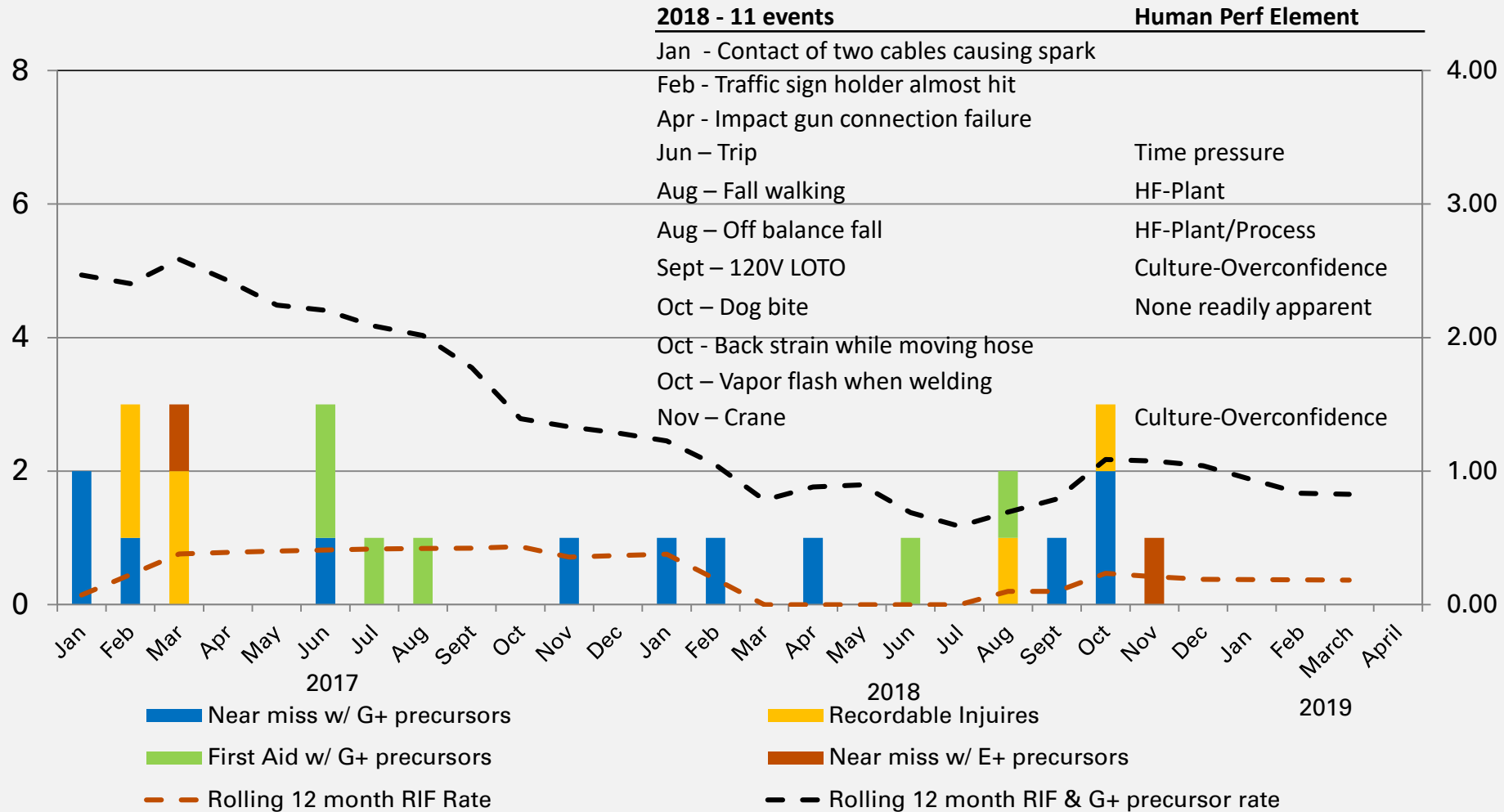
# USPL HSSE Q1 Stats

- What incidents occurred to-date in 2019?

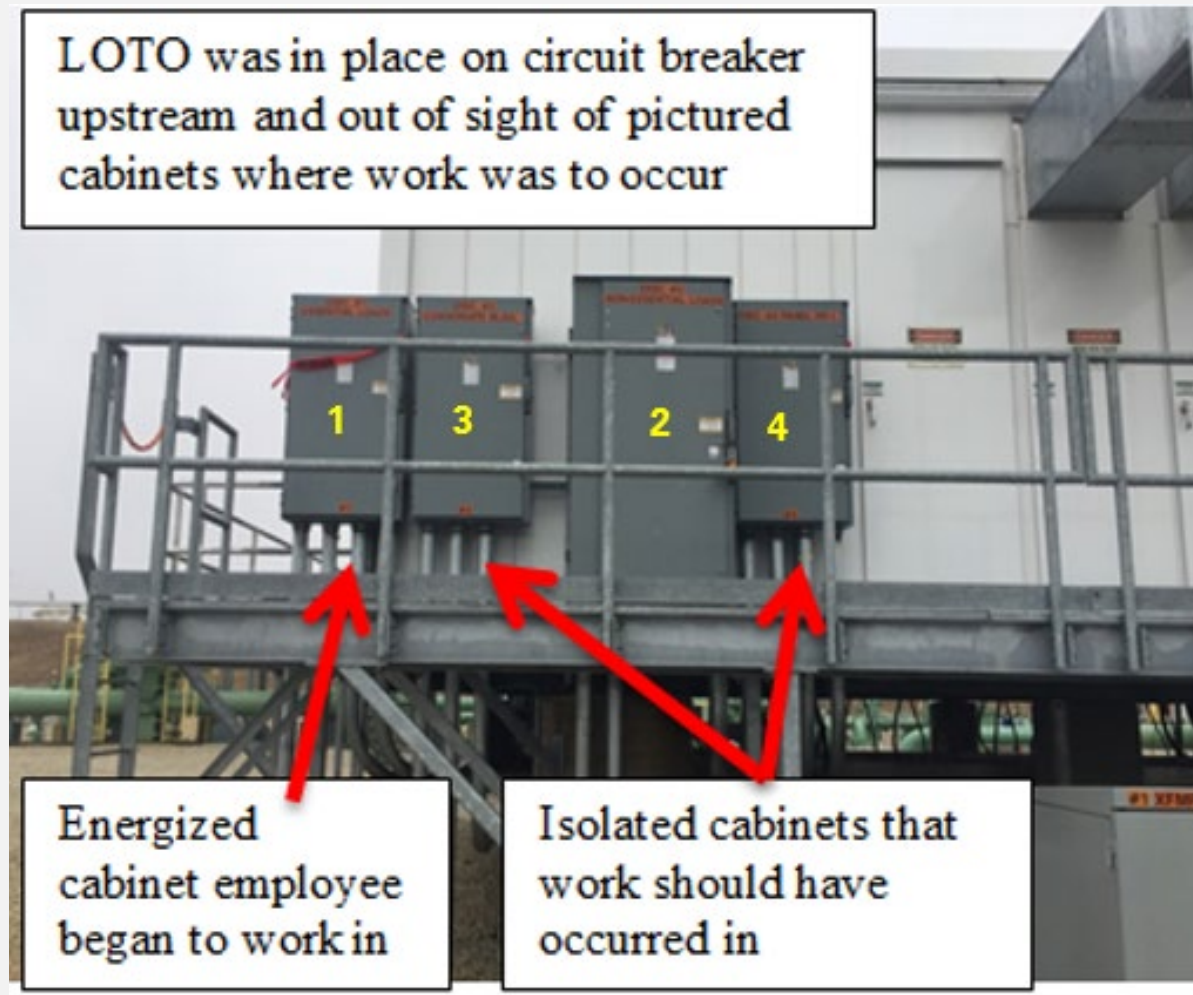
Metric	USPL Performance	Target
RI *	0	2
RIF *	0.00	0.19
G+ LOPC *	1	2
API Tier 1/2 PSE *	0	1
Spills ≥ 5 Gal	3	4
Spills ≥ 1 Bbl	1	2
VAp	0	6
SVA	0	0
TVA	3	6
TVAR	2.60	

- Patoka Station Leak in Manifold Area (G+ and Spill > 1 Bbl)
- Signs of product on tank 7170's EFR Manhattan
- Crude oil stain at block valve 1029 Freeman
- Vehicle struck bollard while leaving parking
- Vehicle drove off the road to avoid being hit from behind
- Worker's personal car rear-ended by 3<sup>rd</sup> party on interstate

# Black line graph



## Incident review and major learnings: High potential (HiPo) incident – Mokena Station



### Incident:

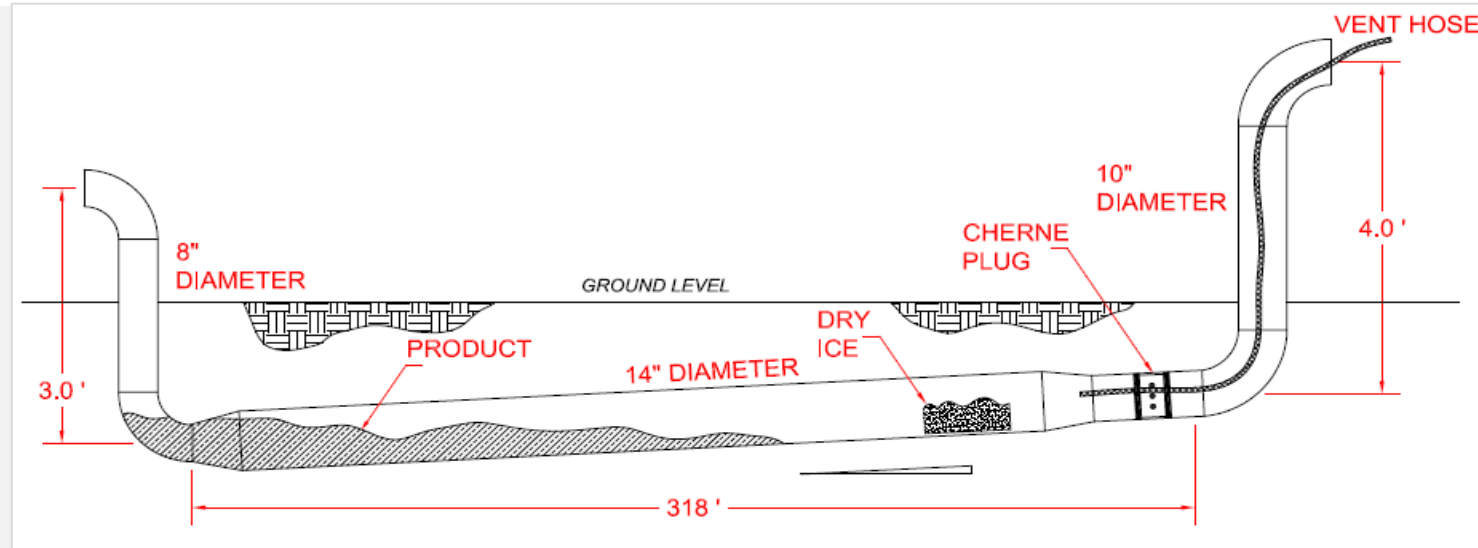
Electrical trainee finished cleaning 480V disconnect, then proceeded to next cabinet which was not LOTOed.

### Learnings:

- All electrical workers must have NFPA 70E training.
- Reduce likelihood of human factor errors by clearly identifying equipment within LOTO scope and adjacent energized electrical equipment outside LOTO scope



# Incident review and major learnings: Bradley Road tank 2311 inlet line release



## **Incident:**

Residual product in underground piping was pushed out when dry ice gassed off faster than the venting capacity of the vent hose.

## **Learnings:**

We need to search local files as well as DRM for facility drawings to plan our work.

Dry ice will expand to 845 times its solid volume when it warms and turns to gas. It's imperative to verify where that gas will go to prevent unwanted consequences.

# Incident review and major learnings: Track hoe contacts overhead electrical line



## **Incident:**

Track hoe arm contacted an overhead powerline.

## **Learnings:**

Work planning failed to address the powerline in relation to the stopple location because of a change of scope after the project was initially started.

The on-site risk assessment did not mandate help for the track hoe operator while he was trying to address positioning of the track hoe, and obstructions in front, behind and overhead simultaneously.

## Incident review and major learnings: Excavator contacts underground electrical line.



### **Incident:**

Mini excavator with an auger struck an underground electric cable.

### **Learnings:**

Discrepancy in construction drawing and field locates was not verified before excavating.

Drift from procedures covering specific instructions when discrepancies are found leaving decisions to site personnel.

# Incident review and major learnings: Wooden Scaffold Plan Failure



## **Incident:**

Two workers fell 7' when the laminated wooden scaffold plank failed under load.

## **Learnings:**

A robust equipment inspection program should be in place.

Protection from weather during storage must be considered.

A plan is necessary for communication of load restrictions to users.



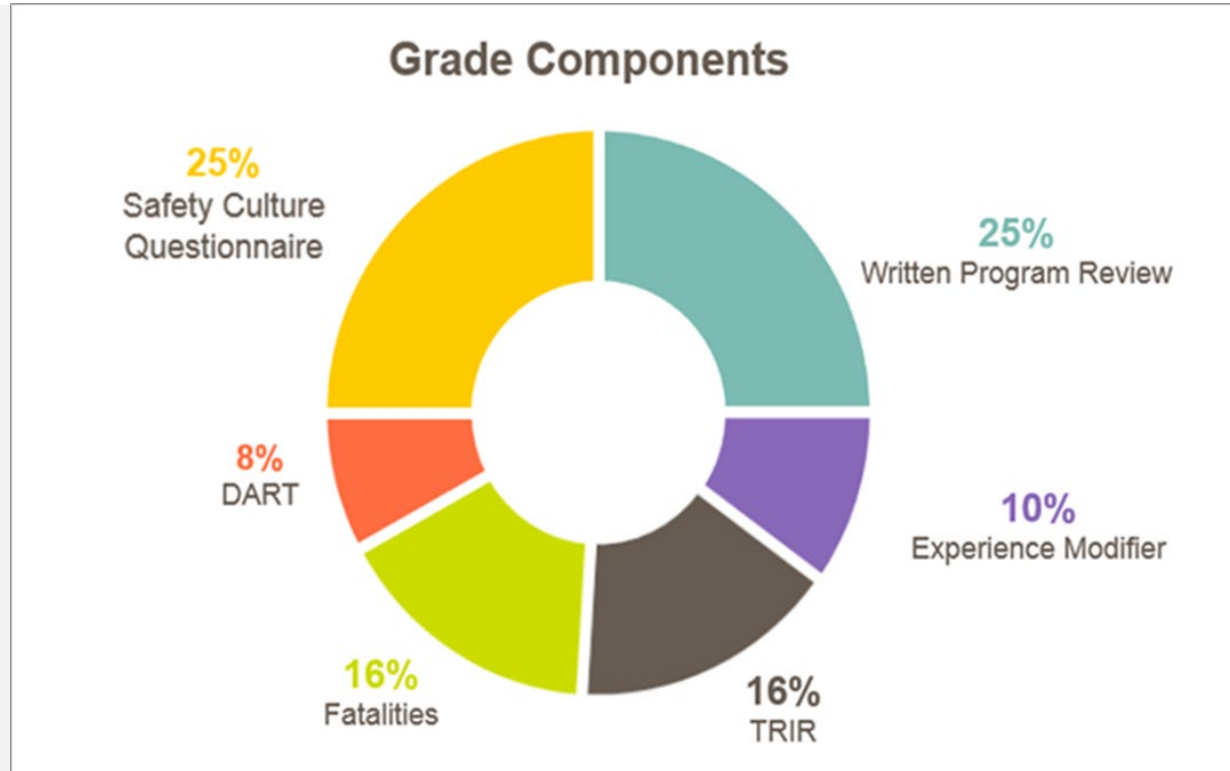
## Contractor Management

Anar Khalilov

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# Grading Specifics



Grades	Range
A	97-100
B	85-96.99
C	75-84.99
D	0 - 74.99

## Showstoppers

**NCMS Drug and Alcohol Status, Acknowledgement Forms (BP Code of Conduct, BP USPL HSSE Policies, Competent Employees Requirement, Fit for Service)**

# Contractors Management



## What affects grading system of contractors:

- We look at the company's KPI's in:
  - Recordable Injuries (anything above First Aid Case)
  - Fatalities
  - EMR (Experience Modification Rate) - *It is a number used by insurance companies to gauge both past cost of injuries and future chances of risk.*
  - Their HSE Management System (Policies and procedures they have, training records, safety culture, etc.)

Company ID: 400-  
Company Contact: | (281)478-1689

BP Pipelines

B

Grade Scorecard			
Grade Component	Status	Points	Gaps
<a href="#">RAVS Written Programs</a>	RAVS score is <b>100</b>	<a href="#">25 / 25</a>	✓
<a href="#">Safety Culture Questionnaire</a>	<b>Exceptional</b>	<a href="#">25 / 25</a>	✓
<a href="#">TRIR</a>	<b>Satisfactory</b>	<a href="#">12 / 16</a>	⚠
<a href="#">Fatalities</a>	<b>Exceptional</b>	<a href="#">16 / 16</a>	✓
<a href="#">DART</a>	<b>Exceptional</b>	<a href="#">8 / 8</a>	✓
<a href="#">Current Year Experience Modifier</a>	Rate is <b>0.71</b>	<a href="#">10 / 10</a>	✓
<a href="#">NCMS Drug &amp; Alcohol Status</a>	<b>NCMS DOT D&amp;A Required and Satisfactory or Not Required</b>	<a href="#">0 / 0</a>	✓
<a href="#">Insurance</a>	Current Documents are <b>Accepted</b>	<a href="#">0 / 0</a>	✓
<a href="#">2019 BP Code of Conduct</a>	2019 BP Code of Conduct is <b>Acknowledged</b>	<a href="#">0 / 0</a>	✓
<a href="#">2019 BP USPL HSSE Policies</a>	2019 BP USPL HSSE Policies is <b>Acknowledged</b>	<a href="#">0 / 0</a>	✓
<a href="#">2019 Competent Employees Requirement</a>	2019 Competent Employees Requirement is <b>Acknowledged</b>	<a href="#">0 / 0</a>	✓
<a href="#">2019 Fit for Service</a>	2019 Equipment Fit for Service is <b>Acknowledged</b>	<a href="#">0 / 0</a>	✓
Total		96 / 100	

If some contractors are not in ISNetwork, but are required to work for BP Pipelines, then the Person Responsible for Contracted work (PRCW) has to

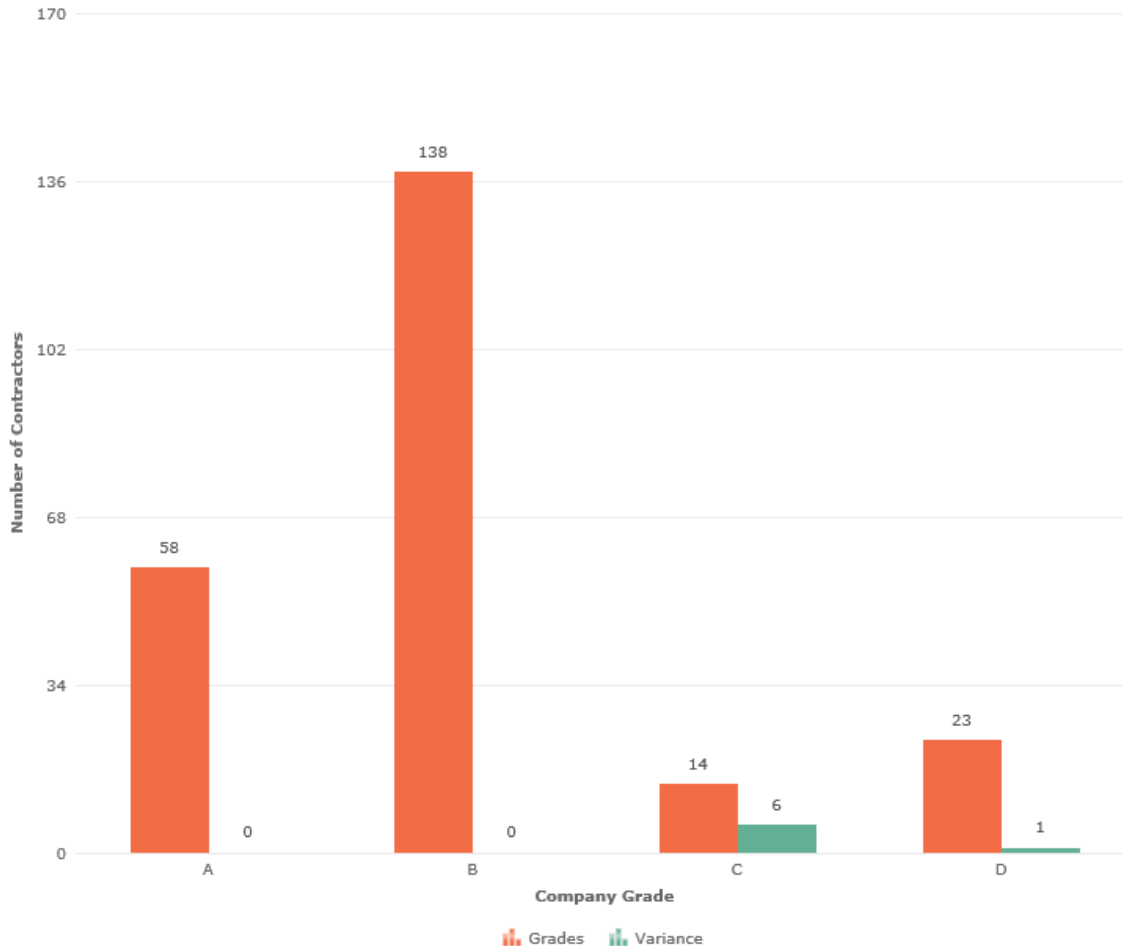
- **Raise CARF** (Contractor Approval Request Form) and get it approved by DOM or EPIC LT so they may use them in electronic Purchase-To-Pay tool.
- Verify contractors **meets CSR** (Contractor Selection Requirements)
- Verify contractors have **OQ** employees where necessary



# Contractors Grading System



Overall Company Grade  
Site: BP Pipelines



- Currently there are **233** primary contractors connected to BP Pipelines in ISNetwork.
- To better understand which contractors have better overall health & safety management system and health & safety records, we utilize ISNetwork's Overall **Company Grading system**.
- If contractors fall into **"A" or "B"** grade categories, BP Pipelines may use them **freely**.
- If contractors fall into **"C" or "D"** grade, they are automatically fall into **"Do Not Use"** category and unless strong justifications are provided, BP Pipelines may not use them.
- **CMON** (Contractor Management Operations Network) committee decides on case by case basis, whether **justifications** to utilize "C" or "D" grade contractors are **strong enough**. If decision is to grant approval, then **"Variance"** is usually given for 1 year, during which the performance of the contractor is monitored to understand if it is improving.
- CMON Committee consists of: USPL HSSE Manager, Procurement Manager, Operations TL, DOM, Projects TL, EPIC HSSE Project Coordinator, Contractor Management Spec.



## Upcoming changes

### After

Total Recordable Injury Rate (TRIR)	16	<0.24	16
		>0.24 – 1.5	12
		1.51-2.0	8
		>2.01	0

### Before

Total Recordable Injury Rate (TRIR)	16	<0.24	16
		>0.24 – 2.5	12
		2.51-3.0	8
		>3.01	0

Sub-contractors will be connecting to ISNetworld.

# Contractor Toolkit



- Where do I find the toolkit?
- How often does the toolkit get published?
- What kind of information is in toolkit?



Contractor  
Toolkit 1Q 19

# Communications



## ISN Bulletin Board

- Contractor Toolkit
- USPL HSSE Policies

My Messages My Templates **Bulletin Board** Action Items

BP Pipelines & Logistics [Select a Site] [Delete Selected] [Save Order] [+ New Bulletin]

Search Bulletins [Start Date] [End Date] [Search]

Order	From	Received	Bulletin
0	BP Pipelines & Logistics 3Q Contractor Toolkit	09/28/2016 10:22 AM	Subject: BP: 2016 USPL Safety Policies Date Created: 04/01/2016 10:19 AM by BP Pipelines & Logistics To: All Companies Connected to 1 Selected Site; Priority: High Exposure and Medical Records Aerial & Scissor Lifts Air Monitoring Asbestos A Policy Benzene Boat & Vessel Safety Bulletin Board Posting Cold Stress Cold Work Compressed Air Compressed Gas Cylinders Confined Space Entry Contractor Management Control of Work Crisis & Continuity Mgt Electric Safety Ergonomics Excavation Fire Protection First Aid First Aid Flammable Liquids Forklifts Hazardous Materials HAZCOM HAZWOPER Hearing Conservation Heat Stress Helicopter Safety Hot Work HSSE Orientation HSSE Policy Hydrogen Sulfide Incident Investigation Incident Investigation Incident Reporting Lead Management Lifting & Rigging Lifting Systems Inspections Lockout Off Road Vehicles Office Safety OSHA Inspection PPE Policy PPE Matrix Quality Control Test Room Radiation Respiration Protection Revising Safety Policies Defeated Safety Device Safety
0	BP Pipelines & Logistics BP: 2016 USPL Safety Policies	04/01/2016 10:19 AM	
0	BP Pipelines & Logistics UPDATED: Safety Policies f...	11/23/2015 10:27 AM	
0	BP Pipelines & Logistics Contact Information - BP P...	09/23/2014 1:46 PM	

## Contractor Website

- ❖ Announcements
- ❖ Near Misses
- ❖ Golden Rules
- ❖ USPL HSSE Policies
- ❖ Contractor Toolkits
- ❖ Contractor Onboarding Tool
- ❖ SSHEP and Safety Improvement Forms
- ❖ Videos
- ❖ Links

Website Link: [https://www.bp.com/en\\_us/united-states/home/products-and-services/pipelines/contractor-information.html](https://www.bp.com/en_us/united-states/home/products-and-services/pipelines/contractor-information.html)



PSCM

John Diendorf

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# BP Code of Conduct



**BP believes that business relationships are founded on trust and mutual advantage.**



- Choose suppliers based on merit.
- Work only with those who comply with Legal requirements and BP's commitment to ethics.
- Do not give one supplier's confidential business information to another.
- Avoid conflicts of interest.
- Only give or accept gifts/entertainment for businesses purposes.
- Annually, the Head of USPL signs an affirmation to London that everyone at the site is in compliance.

**We strive to create mutual advantage by understanding the needs of our customers, contractors, suppliers, and joint ventures – and by conducting ourselves honestly, responsibly, and fairly.**

# BP's Expectations Of Its Suppliers



- Objective of the Expectations:
  - Minimum standards of behavior
  - In alignment with BP policies and procedures
  - Aligned with BP Code of Conduct
  - Meet BP's obligation to engage more effectively with our suppliers per requirement in the EPA Admin Agreement
  - Will not replace or substitute for the code, nor override or constitute contracted obligations

*The Expectations will be shared with suppliers*





# 2019 PSCM Priorities



- Improve contractor safety
  - Key activity include expansion of Supplier Performance Management (CAM program)
  - Focus will be on the 10 CAM suppliers for CAM and Self Verification
- Improve process safety through rigorous quality management
  - Key activities include establishing consistent non conformance management program and preferred supplier list
  - Key lever is the Supplier Quality Audit Program
- Ensure the silent running of the Procurement operational activity
  - Maintain/Improve P2P metric performance throughout 2019
  - Informing suppliers of 60 day payment terms

# Supplier Performance Management



- USPL has initiated a pilot program with select suppliers for the Contractor Accountable Manager (CAM) Program
- **What is the CAM Program:**
  - The CAM program aims to provide quality assurance and support for the USPL HSSE OMS
  - Evaluates contractor performance at defined intervals to provide feedback, lessons learned and a basis for improving performance and future contractor selection.
  - The program should be mutually beneficial
  - The feedback provided through the CAM program will focus on the contractors activities and how they can improve their performance in the areas of:
    - HSSE
    - Compliance
    - Reliability
    - Cost Effectiveness
- Program requirements based on:
  - The OSHA Process Safety Management standard (29 CFR 1910.119)
  - OMS Framework - Sub-element 2.5 *Working with Contractors*



# Non Conformance Management



## Introduction

- USPL is rolling out a Non Conformance Management program as of June 1st, 2019
- Non Conformance Management is the process of capturing all types of suppliers' and contractors' non conformances and delivering systemic corrective actions based on identifying the root cause and having a closed loop feedback process.
- A robust Non Conformance management process enables:
  - ✓ Improvements in process safety and reducing operational risk
  - ✓ Enhancing the reliability and reducing the cost of poor quality (COPSQ)
  - ✓ Improving overall supplier & contractor quality performance supported with data



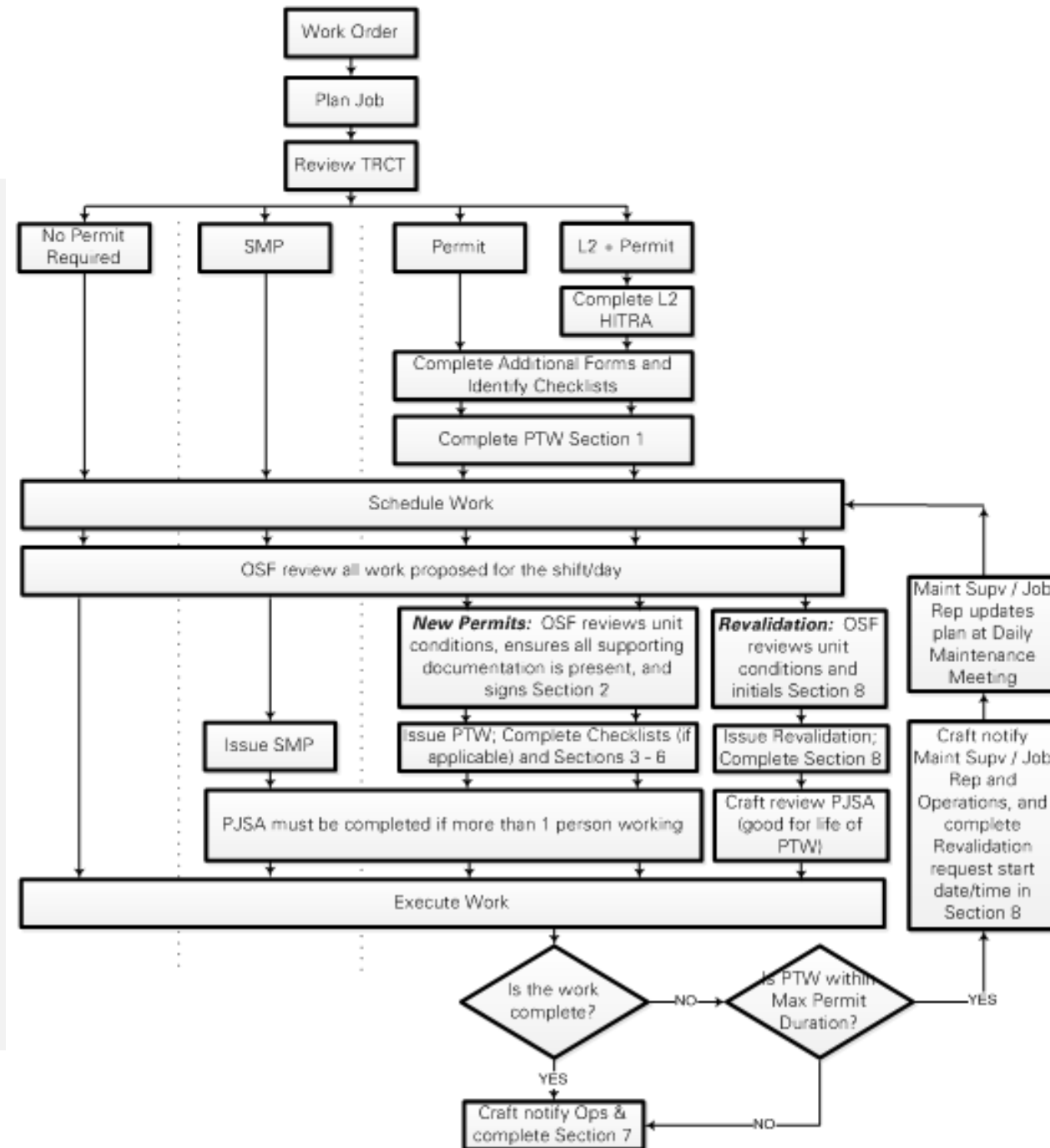
## Control of Work Simplification Human Factors in Investigations

John Varner

**USPL**  
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# Control of Work simplification

- Benchmarking key actions
  - Move BP CoW process closer to industry with risk assessments, work permits and approval happening closer to the frontline
  - Simplify the planning and scheduling requirements to allow fit for purpose planning
  - Reduce complexity of the permitting process/practice
- Four work packages that authorize work identified by lists
  - Verbal authorization
  - Standard maintenance procedures
  - Permit to Work + checklist / additional forms
  - Permit to Work + L2 HITRA and/or checklist / additional forms



# Task Risk Category Table

- Tasks that Require L2 HITRA
- Require a Checklist to Support Permit Risk Assessment
- Can be performed as Standard Maintenance Procedure (SMP)
- Can be performed with no written permit.

D-27 APPENDIX NO. 6 – TASK RISK CATEGORY TABLE (UNCONTROLLED COPY; MASTER VERSION IN D-27)

Tasks that Require a L-2 HITRA									
Task Type	Task	Permit Type	Permit Approval	Additional Checklists / Forms	L-2 HITRA Approval				
Abrasive Blasting	Abrasive blasting – on live equipment	Permit	Operations	L-2 HITRA	Ops Supt				
Insulation	Insulation removal on live equipment to inspect for leaks – known hazardous substance leak	Permit	Operations	L-2 HITRA See Emergency Services procedures	Ops Manager				
Electrical	Electrical work on energized components <60 V AC or > 120 V DC	Permit	Operations	L-2 HITRA	Ops Manager				
Electrical	Working in the hazard zone (within the Prohibited Approach Boundary) around exposed energized electrical conductors >60 volts	Permit	Operations	L-2 HITRA	Ops Manager				
Breaking Containment	Use of Other Isolation Devices (plugs, balloons, line freezing and other non-standard isolation devices) for primary isolation of hazardous service	Permit	Operations	L-2 HITRA	Ops Manager SSOR EA				
Breaking Containment	Opening a live flare system without isolation integrity proven	Permit	Operations	L-2 HITRA	Ops Manager SSOR EA				
Clamp	Engineered clamp or plug; installation or re-pumping on live process	Permit	Operations	L-2 HITRA Temporary Repair Form	Ops Manager				
Inspection	Pneumatic strength testing – use of air or compressed gas – with visual inspection	Permit	Operations	L-2 HITRA	Ops Manager				
Lifting	Critical Lifts as defined by Safety Manual B-5	Permit	Operations	L-2 HITRA Lift plan	Ops Manager				
Lifting	Complex Lifts as defined by Safety Manual B-5	Permit	Operations	L-2 HITRA Lift plan	Operations Supt				
Hot Work	Hot work on live process including hot tap/stoppie (including Hot Tap/Stoppie Form and Hot Work on Live Equipment Form)	Permit	Operations	L-2 HITRA Hot Work checklist	Ops Manager				
Hot Work	Hot Work – on process line/equipment without isolation per Isolation Method Decision Tree	Permit	Operations	L-2 HITRA Hot Work Checklist	Ops Manager				
Confined Space Entry	Confined space entry – equipment not positively isolated	Permit	Operations	L-2 HITRA CSE Checklist	Ops Manager				
Confined Space Entry	Confined space entry – inspection of boiler / furnaces with tubes under process pressure	Permit	Operations	L-2 HITRA CSE Checklist	Ops Manager				
Confined Space Entry	Confined space entry – inert atmosphere or IDLH atmosphere	Permit	Operations	L-2 HITRA CSE Checklist Inert Entry Checklist	Ops Manager				
Rodding out process taps	Rodding out process taps or drains (not performed by Operations or I&E)	Permit	Operations	L-2 HITRA	Ops Manager				
Diving	Diving in a confined space or in open water	Permit	Operations	L-2 HITRA	Ops Manager				
Tasks that Require a Checklist to Support the Permit Risk Assessment									
Task Type	Task	Permit Type	Permit Approval	Additional Checklists / Forms	Checklist Approval				
Asbestos/Lead	Disturbance or removal of friable asbestos containing material (ACM) or removal of leaded material	Permit	Operations	Asbestos/Lead Abatement Form	Job Supervisor				
Confined Space Entry	Confined space entry – with positively isolated equipment	Permit	Operations	CSE Checklist	Ops Shift Supervisor - 1st entry Operator - subsequent entry				
Confined Space Entry	Confined space entry – e.g. excavations, floating tank roofs, cooling towers, underground sewers, below ground separators, underground/enclosed electrical vaults, vessel skirts, boilers and furnaces	Permit	Operations	CSE Checklist	Ops Shift Supervisor - 1st entry Operator - subsequent entry				
Confined Space Entry	Inspection of boilers / furnaces with tubes pressurized for hydrotest	Permit	Operations	CSE Checklist	Ops Shift Supervisor - 1st entry Operator - subsequent entry				
Excavation	Ground disturbance > 1.2 m (4')	Permit	Operations	Excavation Form	Excavation competent person				
Hot Work	Hot Work in classified hazardous area with positive isolation	Permit	Operations	Hot Work Checklist	Operator				
Lifting	Standard & Simple Lifts as defined by Safety Manual B-5	Permit	Operations	Lift plan	Job Supervisor required for standard and simple lifts				
Temporary Repair	Drill and tap or re-pump valve seat to seal valve	Permit	Operations	Temporary Repair Form	Engineer Authority				
Work at Heights	Other temporary repairs, excluding engineered clamps or plugs	Permit	Operations	Work at Heights Checklist	Operator				
Tasks that can be performed as Standard Maintenance Procedure (SMP)									
SMPs have a built in risk assessment. SMPs are discussed face to face and signed by both the Operator and Craft prior to work commencing. Examples include:									
Task Type	Task	Permit Type	Permit Approval	Additional Checklists / Forms	SMP Approval				
Insulation	Removal / installation of insulation except near a known leak(s)	SMP	Operations/Craft	None	Resource Lead				
Scaffolding	Scaffold erection / disassembly / inspection when free standing and less than 30' in height from grade, except for access to a known leak								
Lifting	Simple Lifts (Chainfalls, come-alongs)								
Instrument / Electrical	Calibration of water quality instrumentation								
Instrument / Electrical	Monthly battery maintenance								
Instrument / Electrical	Monthly hydrogen analyzer inspection / calibration								
Writing Refinery has a suite of SMPs approved by the Resource Lead for the craft discipline. These SMPs have built in risk assessments and are discussed face to face and signed by both Operations and Maintenance prior to work commencing.									
Tasks that can be performed with no written permit									
Task Type	Task	Permit Type	Permit Approval	Additional Checklists / Forms	Approval to be No Permit task				
Painting	Painting by brush/spray can – not working at height.	No Permit	Operations verbal approval	None	PTW Technical Authority				
Housekeeping	General housekeeping of units including hose down, use of hand tools such as shovel and broom, collection of rubbish. Any housekeeping using HWSP would require to be permitted.		Operations verbal approval						
Inst/Elect	Isolating electrical equipment including proving de-energized (by ISA-Electrical) when performed inside PDC owned by IE.		None - IE person working in own area						
Intrinsically safe	Use of intrinsically safe portable equipment in classified hazardous area (camera, measuring, diagnostic, temperature measurement etc.), including engineering measurement work.		Operations verbal approval						
Workshop	Standard maintenance activities using workshop tools and equipment.		Operations verbal approval						
Non-hazardous fabrication area (free burn)	Temporary fabrication in areas designated as Free Burn per A-1 Hot Work practice.	No Permit	Approved A-1 Appendix B form.	None	PTW Technical Authority				
Animal control	Baiting, trapping and spraying for rodents, birds and insects.		Operations verbal approval						
Commercial building work	Commercial building (includes FOS, trailers, BRMs) type repairs (plumbing, HVAC, etc.) that does not require a Hot Work, Confined Space Entry or Excavation checklist.		Operations verbal approval						
Commercial building work	Commercial building work (drywall, flooring or carpet laying, moving furniture etc.) that does not require a Hot Work, Confined Space Entry or Excavation checklist.		Operations verbal approval						
Landscaping / Fencing	Landscaping/mowing/leaved control outside of the process units and/or OSBL areas (pipelays, etc.). Fence or gate work along the perimeter of the refinery.		Operations verbal approval						
Off-Loading	Offloading of delivery trucks (chemical deliveries, gas cylinders, porta-johns, distribution of water bottles, distribution of FRCs, etc). Does not include offloading involving standard, complex, or engineered lifts.	No Permit	Operations verbal approval (and 'walk on / off' gas test if required)	None	PTW Technical Authority				
Off-Loading	Manual staging of tools / material in preparation for job.		Operations verbal approval						







# Human Factors in investigations

- Carefully define the behavior contributing to the incident.
- Select an Error Type or Intentional Behavior.
  1. Sensory
  2. Memory
  3. Decision
  4. Action, or
  5. Intentional

# Human Factors in investigations

- For Errors, select an Error Mechanism

Behavior type	Sensory	Memory	Decision	Action	Intentional
Error Mechanisms	Expectation	Confusion	Failure to integrate	Confusion	*Use the ABC analysis
	Confusion	Overload	Not considering side effects	Distraction / Preoccupation	
	Signal strength	Distraction / Preoccupation	Mind set	Human variability	
	Tunnel vision	Insufficient learning	Knowledge problem	Intrusive thoughts / habits	
	Overload	Mental block	Decision freeze	Other action error	
	Distraction / Preoccupation				

# Human Factors in investigations

- Select the appropriate Performance Shaping Factors.

**1. Task factors**

**2. Communication**

**3. Procedures and Documentation**

**4. Ambient Environment**

**5. Training & Experience**

**6. Human-Machine Interaction**

**7. Personal Factors**

**8. Social and Team Factors**

- Make SMART recommendations.



# Human Factors in investigations

For Intentional Behaviors:

1. Carefully define the problematic behavior you wish to analyze.
2. Identify the antecedents that need to be improved or introduced.
3. Identify the expected consequences and whether they were positive or negative, immediate or future, and certain or uncertain.
4. Carefully define the desired behavior.
5. Clearly list changed or new antecedents that would make the desired behavior more likely.
6. Identify positive consequences which will help to reinforce the desired behavior.
7. List your SMART recommendations.



## HSSE Elements in Request for Proposals

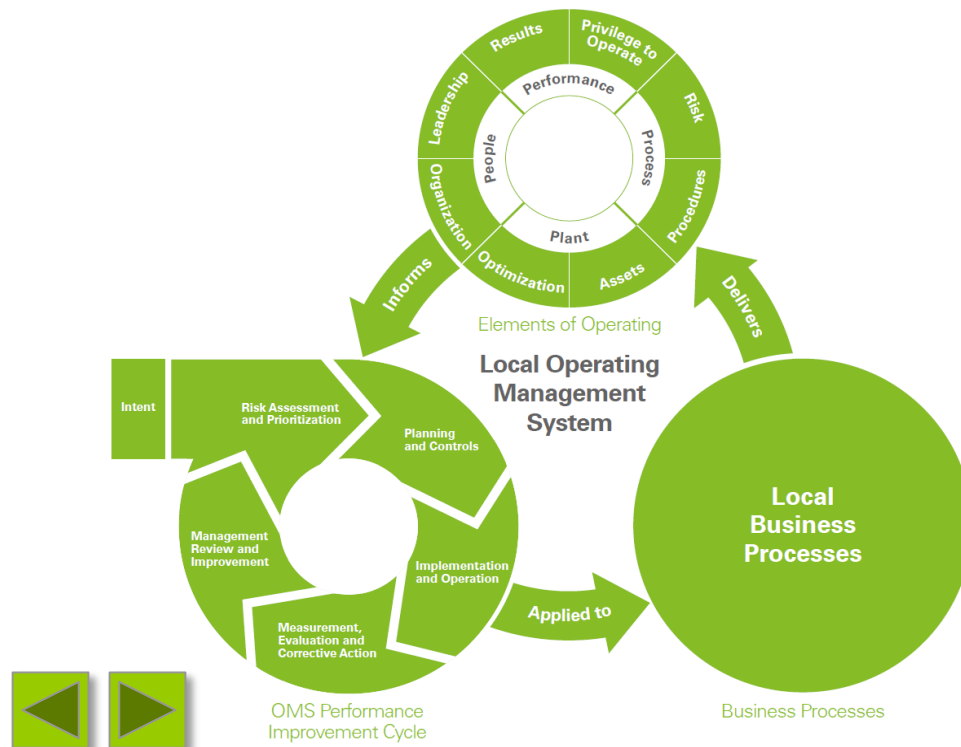
Mary Anderson

**USPL**  
U.S. Pipelines & Logistics

# BP's Operating Management System



- Single framework for BP Operations covering people, plant, process and performance.
- Applies whenever BP carries out, or uses a contractor to carry out, operating activities.
- It brings together BP requirements on health, safety, security, environment, social responsibilities and operational reliability including related activities such as maintenance, working with contractors, and organizational learning.



**OMS helps to deliver  
safe, reliable and  
compliant operations**

# BP's Operating Management System



## OMS Elements

- Leadership
- Organization
- Risk
- Procedures
- Assets
- Optimization
- Privilege to Operate
- Results



## Major Projects

### Project Common Process

- **HSSE Management Plan**
- PHSSER
- HSSE Legal & Regulatory Requirements
- HSSE Commitments & Compliance Register
- Environmental & Social Requirements
- HSSE Studies
- Permit Register
- Contractor HSSE Plan
- Control of Work



## EMSP

### Engineered Modification Small Project Process

- **HSSE Management Plan**
- Project HSSE Checklist Review



*Provides assurance that HSSE-sensitive issues have been identified and the appropriate project, HSSE, engineering, and operational systems have been or will be developed to prevent, mitigate, or control the identified risks prior to beginning work.*

- Hazard & Risk Assessments
- Safety & Construction
- Industrial Hygiene
- Environmental Compliance (Air, Water, Waste, Natural & Cultural Resources)
- Public Lands
- Offshore - Coast Guard Compliance
- Security
- DOT Compliance
- Communications
- Contractor & Subcontractor Management





## Engineered Modifications, Small Projects

- Control of Work
- Environmental Permits & Requirements Matrix
- Waste & Recycling Management Plan
- Security Risk Plan
- HSSE Performance Scorecard
- Incident Reporting & Investigation
- Contractor HSSE Plan (USPL SSHEP)

## Major Projects

- Construction Execution Plan, Control of Work
- Environmental Permits & Requirements Matrix
- Environmental & Social Aspects and Impacts Register
- HSSE Commitments & Compliance Register
- HSSE Studies Report
- Waste & Recycling Management Plan
- Security Risk Plan
- HSSE Performance Scorecard
- Incident Reporting & Investigation
- Contractor HSSE Plan (USPL SSHEP)





### 8. HEALTH, SAFETY, SECURITY AND ENVIRONMENTAL (HSSE)

BP USPL is committed to achieving an injury and incident-free workplace. BP's goals are simply stated: no accidents, no harm to people, and no damage to the environment. In support of these goals, **BP USPL has made all applicable HSSE policies available to contractors on ISNetworld under the “Bulletin Board” tab and on its contractor webpage** at [https://www.bp.com/en\\_us/united-states/home/products-and-services/pipelines/contractor-information.html](https://www.bp.com/en_us/united-states/home/products-and-services/pipelines/contractor-information.html)



## HSSE in the Request for Proposal



**Contractors shall review and follow all policies applicable to the work they will perform for BP USPL. In preparation for field work, Contractors shall also disseminate BP USPL HSSE Policies to its employees, personnel and any subcontractors it utilizes and document such distribution for BP USPL's review upon request.**

The requirements of the HSSE policies set the minimum requirements for contractor safety. In addition to following BP USPL's safety policies, the contractor shall follow their own safety policies and comply with all applicable OSHA requirements during the execution of the work.





**All contractors shall submit a Site-Specific Safety, Health and Environmental Plan (SSHEP) along with their bids.** The SSHEP form is also available in ISNetworld and on the contractor webpage. The SSHEP must include a description of the main job steps, major equipment needed to complete each step, BP USPL Control of Work (CoW) permits needed to perform the work activities as well as any worker certifications required. All certifications shall be current. In many cases third party certifications are required but, for some items, in-house training programs may be used to qualify as certifications. Contact the BP Project Manager or Project HSSE Coordinator with any questions.





## Contractor Site Safety, Health and Environmental Plan

*The Site Safety, Health and Environmental Plan (SSHEP) is a planning tool used to assess whether contractors are aligned with the Project Work Plan and prepared to conduct work in compliance with BP USPL HSSE Policies and Procedures.*

In accordance with the Contractor Management Policy, Primary Contractors shall verify their subcontracted companies meet BP USPL contractor selection requirements:

- ☐ *Three-year average Total Recordable Incident Rate (TRIR), as evident by OSHA 300/300A records for the last 3 years.*
- ☐ *Current year Workers' Compensation Experience Modification Rate (EMR), supported by a letter from the company's workers' compensation carrier.*
- ☐ *Statement attesting no fatalities within the past three years.*



# Site Safety, Health and Environmental Plan



## Site Safety, Health & Environmental Plan



Company Name: **Sargent Electric**

Project Name: **Laura Electrical Station Upgrade Project**

Location: **18824 IL 78, Laura, IL 61451**

Work Start Date: **1/14/2019**

BP PRCW: **Peter Rutherford**

Phone: **331-702-3522**

Cell: **630-414-0134**

E-mail: **peter.j.rutherford@bp.com**

ISN JS # **39243**

### Incident Notification

Contractor employees must immediately notify the BP USPL Site Contact and Contractor Work Site Supervisor of any injury or illness sustained while performing work in the BP environment. They must follow their employer's medical treatment policies and plans in the event of an injury or illness. Contractor companies shall provide their own case management for their employees' medical situation and return-to-work status.

BP USPL Site Contact: **Todd Hansen**

Phone: **309-525-3931**

Cell: **309-525-3931**

E-mail: **todd.hansen1@bp.com**

Contractor Work Site Supervisor: **Jeff Miller**

Phone: **[REDACTED]**

Cell: **219-746-0807**

E-mail: **jmillier@sargentelectric.com**

Contractor Injury Case Manager: **Anna Tristan**

Phone: **219-354-2240**

Cell: **219-730-0287**

E-mail: **atristan@sargentelectric.com**

Workman's Compensation/Claims Contact: **Chas Destefano**

Phone: **412-863-4700**

E-mail/Fax: **cdestefano@willis.com**

### Detailed Job Plan

Describe, in steps, work to be performed.

	Major Equipment Needed for Task eg. Crane, Manlift	Subcontracted Task (company name)	USPL Work Permit(s)*				Certificate, License Required**
1.	Kick off job with BP USPL Representative	Sargent					
2.	Conduct Pre-Job safety walk to identify any additional hazards	Sargent					
3.	Assure Good housekeeping	Sargent					
4.	Mobilize	Sargent	HW	CW-HE			CDL, AGT, Forklift Operator
5.	PCR and DRA Foundations - Hydro-excavate, Helical Pile, Place Stone, Erect Forms, place rebar, Pour Concrete, Strip Forms, Backfill and Compaction	Sargent Seither & Cherry Co. Thatcher	HW	CW-HE	EX		DOT, AGT, Excavation Competent
6.	Structural Steel Erection, PCR Installation, DRA Steel, Platform Hoist JIB Crane	Sargent Seither & Cherry Co. Thatcher	HW	CL	CW-HE	CW-WH	Crane Operator, Rigger, Signal Person, AGT, Manlift Operator
7.	Uninstall 2.4KV Switchgear, MCC, and conduits and cables	Sargent	HW	CW-HE	CW-WH		CDL, AGT, Forklift Operator, Manlift Operator
8.	Install RMAG Breakers, Conduits, and cables	Sargent	ATW Only				

#### Detailed Job Plan example:

- Kick off job with BP USPL Representative.
- Review LOTO of equipment and verify Zero Energy state with BP USPL Operations. Crew to apply individual locks & tags.
- Remove existing floating roof seals
- Demo existing floating roof
- Remove existing steam coils and floating roof drain system
- Build new steel back slope pontoon floating roof
- Install new secondary and primary seals
- Re-install floating roof drain system and steam coils
- Misc. repairs and modifications to put tank back into service

\* Select the permits that apply to the work described in the Detailed Job Plan. Permitting requirements will be validated prior to starting work. USPL HSSE Policies can be viewed on ISNetworld > Messages > Bulletin Board.

ATW = Authorization to Work (Level 1 HITRA)  
CL = Critical Lift  
CS = Confined Space  
EX = Excavation  
HW = Hot Work (PSI and/or SSI)  
CW-BC = Cold Work - Breaking Containment

CW-EE = Cold Work - Energized Electrical Work  
CW-DV = Cold Work - Diving  
CW-HE = Cold Work - Movement of Heavy Equipment inside a Facility  
CW-RS = Cold Work - Radiation Source  
CW-TE = Cold Work - Toxic Substance Exposure  
CW-WH = Cold Work - Working at Heights

\*\* List certificates or licenses required to perform task, eg. Crane Operator, Rigger, Forklift Operator, DOT OQs, etc.



In addition to EMR and TRIR, the Primary Contractor shall disclose in the SSHEP the following details about the subcontractors they select.

- ☐ *The method they used to verify subcontractor's craft and safety training.*
- ☐ *Estimated ratio of Primary Contractor to Subcontractors on the work site.*
- ☐ *Level of Supervision (e.g. none, part time, or full time) that the Primary Contractor proposes to provide to subcontractors and trades craftsmen.*



# Site Safety, Health and Environmental Plan



## Subcontractor and Supplemental Craftsman Utilization/Information

All subcontractors shall meet the minimum contractor selection requirements set by USPL, current year EMR  $\leq 1.0$ ; three-year average TRIR  $\leq 3.0$ ; no fatalities in past three years. Documentation as evidence including OSHA logs for the last 3 years and a letter from the workers' compensation carrier or ISNetworld Statistical Summary report must be provided to the BP Person Responsible for Contracted Work (PRCW) and HSSE for formal review prior to work being awarded. Evidence of training, certification and licensure for subcontractors and any craftsman not directly employed by your company that is performing work on your behalf must also be provided to the BP USPL Representative prior to the commencement of work they perform.

Contractor Name or Labor Union	Trade/Area of Expertise	Method Contractor will use to identify and verify craft/safety training	Contractor to Subcontractor/ Craftsman Ratio (eg. 5:2)	Level of Supervision required	Will the Subcontractor prepare their own SSHEP?		Current EMR	TRIR 2017	TRIR 2016	TRIR 2015	Check box if no fatalities in past 3 years
Seither & Cherry Co	Civil/ Structural	Sargent	9 : 1	Part Time	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	0.64	0.0	0.99	1.1	<input checked="" type="checkbox"/>
Thatcher	Civil/ Structural	Sargent	3 : 1	Part Time	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	0.77	1.45	1.55	1.29	<input checked="" type="checkbox"/>
Badger Daylight	Hydro-Excavation	Sargent	3 : 1	Part Time	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	1.0	1.11	0.95	0.79	<input checked="" type="checkbox"/>
					<input type="checkbox"/> YES	<input type="checkbox"/> NO					<input type="checkbox"/>
					<input type="checkbox"/> YES	<input type="checkbox"/> NO					<input type="checkbox"/>

## Hazard Communication

- Plan for communicating the hazards of the chemicals you bring on site, including pre-job or pre-task review of chemicals used, and required precautions and PPE for specific chemicals.
- Safety Data Sheets (SDS) that detail flammability, toxicity, exposure limits, environmental, etc. of each product listed below shall be made available to employees and BP USPL for review prior to starting work. All job-specific SDS must be present on-site for chemicals used at the job site.
- Upon request, BP USPL shall provide copies of SDS to Contractor for review of any process chemical hazards which may be present in the work area.
- If inhalation (breathing) exposures are likely from gases (e.g. Hydrogen Sulfide), vapors (e.g. benzene), welding fume (e.g. hexavalent Chromium), or particulate (e.g. lead), data from jobs with similar exposures must be provided along with the respiratory protection to be used. If data is not available, exposure monitoring must be performed (at no expense to BP) during the job with employees using SCBA or supplied air until data is available for respirator selection.

Chemical/Product Name	Special Handling - Add notes or comments for each	Estimated Quantity (eg. gal/pounds)
1. All contractors shall provide SDS to the Injob Representative		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

Work shall not proceed until SSHEP is accepted as verified by signature below.

I have reviewed and accepted the Contractor SSHEP.

BP USPL HSSE (print): Mary Anderson Signature:  Date: 1/11/2019

BP USPL PRCW (print): Peter Rutherford Signature:  Date: 1/12/2019



The Contractor shall participate in:

- **Pre-mobilization construction kick-off meeting.**
- **Hazard Identification and Task Risk Assessment (HITRA)**
- **Daily safety meetings as required throughout the duration of the job.**





**Contractors shall be aware of and ensure compliance with any permits and procedures for environmental management of the project**, including, but not limited to, management of excavated soils, groundwater and storm water discharges, erosion and sediment control measures, waste management, air pollution and noise controls, and site restoration as applicable to the job.



- All employees will be required to have a government-issued picture ID (e.g. driver's license) to enter the premises and a Transportation Workers Identification Credentials (TWIC) card a MARSEC-designated facilities.
- All contractors performing DOT tasks on the project are required to assign operator qualified individuals to the identified tasks within ISNetworld.



## III. Health, Safety, Security, and Environmental (HSSE), Quality Management Systems (QMS)

1. Is your company a participant in OSHA's Voluntary Protection Programs?

*The OSHA Voluntary Protection Programs (VPP) recognize employers and workers in the private industry and federal agencies who have implemented effective safety and health management systems and maintain injury and illness rates below national Bureau of Labor Statistics averages for their respective industries.*

2. Describe your onsite safety presence.

3. Does your company have an HSSE audit process for your business location and for jobsites?

a. Who leads the audit process?

b. Describe the process and how information gathered is processed and used.

c. Does your company track the safety record of crew leaders?

d. How does your company determine the frequency that work sites will be audited?

e. How does your company verify that client HSSE requirements are being met at all work locations?



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## Safety Programs, Training and Engagement

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1. Does your company have a documented HSSE onboarding program for all employees within your organization?

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2. Describe how your company educates and/or documents that employees are knowledgeable of **client** HSSE policies and procedures, as applicable, to the work being performed.

---
3. Does your company have periodic HSSE meetings for all employees?

---

If yes:
  - a. Describe the meetings and how remotely-located employees are included in them.

---

    - i. What is the frequency?

---
    - ii. Are Near Misses/Stop Work events discussed?

---
  - b. What level of leadership participates in the meetings?

---
4. BP USPL requires contractors to include their company's safety programs in ISNetworld that are applicable for the work they will perform. In the event a work task requires a OSHA-required safety program that is not included in ISNetworld, will your company provide documentation of the program to USPL?

---
5. Does your company have a safety observation program? If so, please provide a short description.

---
6. Does your company have a safety incentive program? If so, please provide a short description.

---



## Subcontractor and Union Trades Management

1. Describe your company's onboarding program for subcontractors and tradesmen as it relates to their HSSE performance.

---
2. Does your program verify subcontractor's safety training and licensing (when applicable)?

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3. How does your company prepare its subcontractors and tradesmen to be able to comply with **client** HSSE requirements?

---
4. Describe your company's requirements for managing subcontractors and tradesmen while they are on the jobsite.

---
5. What is your company's expectation for subcontractors in regards to task hazard assessments?

---
6. Do your subcontractors:
  - a. Participate in your company's hazard analysis? If yes, please describe how this is accomplished.

---
  - b. Conduct their own hazard analysis? If yes, please describe how the hazard analysis is developed and shared.

---



# RFP HSSE Questionnaire



## **Incident Reporting and Investigation**

1. Describe your company's injury reporting and injury case management policy/procedure?
2. Do you have occupational case managers that are qualified licensed medical professionals?
  - a. If no, describe the training that staff receives to handle an injury or illness report?
3. Does your company have a incident investigation program?
  - a. If yes, how are findings, corrective measures, and lessons learned shared within your company and with clients?



## **Environmental Compliance (Mechanical/Civil Contractors)**

1. Describe the measures your company will employ to ensure compliance with environmental permit conditions (e.g. US Army Corp of Engineers Section 10 Permit, Illinois DNR Floodway - Regional Permit #03, Illinois EPA Construction Stormwater General Permit).
2. Does your company provide employees training to make them aware of potential environmental permit requirements associated with pipeline maintenance or construction activities?
3. Does your company have persons trained in the application, installation and maintenance of sediment and erosion control measures?
  - a. Do you have **certified** sediment and erosion control inspectors?
4. Does your company provide employees training to properly restore and stabilize construction areas in compliance with environmental permit conditions? If construction site restoration is subcontracted, please indicate the subcontractor that will perform that task.
5. Describe how your company proposes to dispose the drilling mud. Please name the hauler and provide disposal location information.



# Measuring HSSE Performance



Whiting Products Electrical and Controls Upgrade Project HSSE Scorecard		
Leading Indicator KPI	Performance Metric	Actual 11/28/16 – 5/4/18
Daily HSSE Checks	One per day*	208
Construction Safety Audits	One per week	51
All-Hands Safety Meetings	Two per day**	806
Safety Observations	One per week	373
Number of Safety Orientations	All jobsite workers	68
Lagging Indicator Reporting		
Near-Misses	Report All	7
First Aid Cases	Report All	2
OSHA Recordable Injuries	Report All	0
Spills	Report All	1
Vehicle Accidents	Report All	0
Process Safety Incidents	Report All	0
Security, Theft, Vandalism	Report All	1
<b>Contractor Hours Worked</b>	As reported in DCRs	<b>43,896</b>

\*Daily HSSE Checks and Weekly Safety Audits began April 4, 2017.

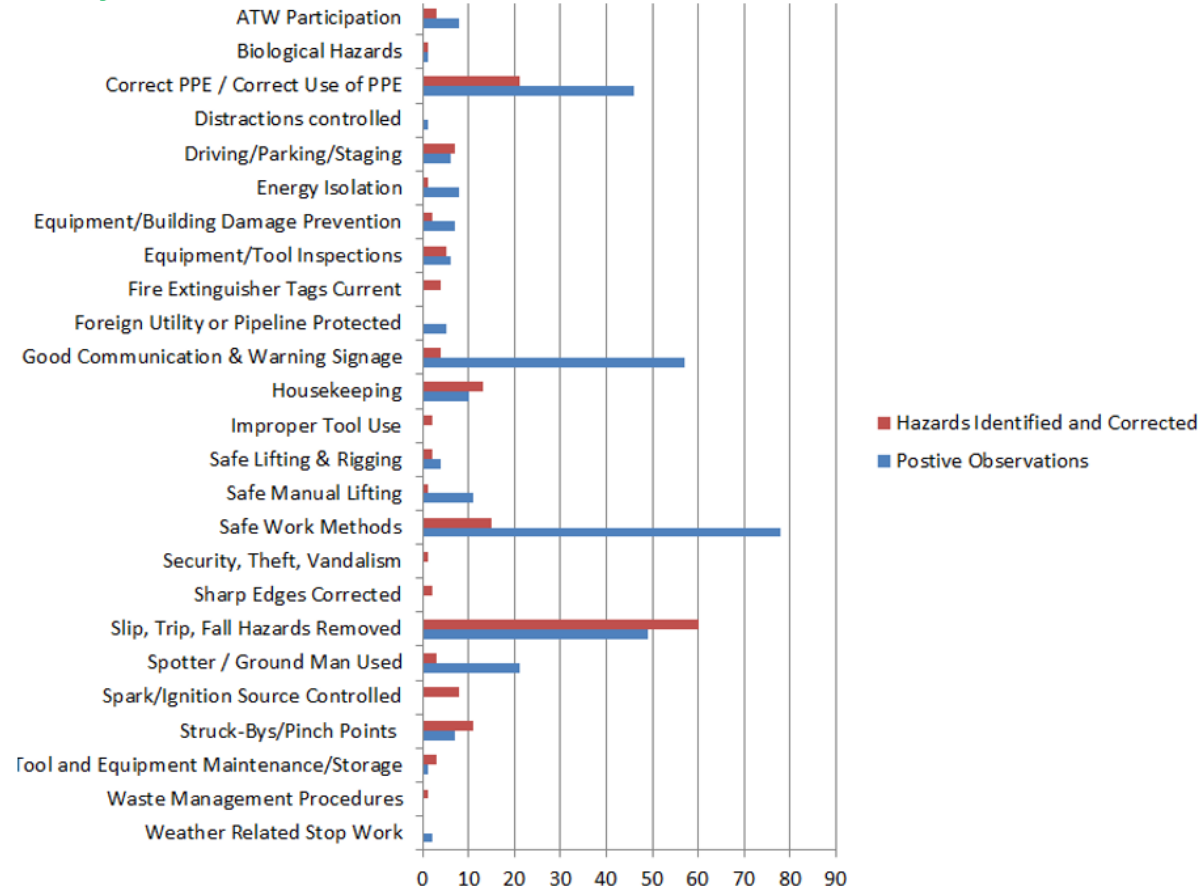
\*\*As of April 17, 2017, the number of All Hands Safety Meetings have increased from 2 to 3 times per day.



# Measuring HSSE Performance



## Safety Observation Trends



**Summary: 328 Positive safety observations**

**170 Hazards identified and corrected through safety observations and audits**

**498 Total reported safety observations**



# Questions



If you have any questions:

RC Strain: [robert.strain@bp.com](mailto:robert.strain@bp.com)

Alex Crooks: [Alexandria.crooks@bp.com](mailto:Alexandria.crooks@bp.com)

Mary Anderson: [andersm3@bp.com](mailto:andersm3@bp.com)





# GROUP EXERCISE

## Group Exercise - Contractors and BP employees to be divided into 4 groups



- Brainstorming the idea of **how to improve the Near Miss / Observations by Contractors**
  - Contractors make up 66% of total manhours (BP only 34%)
  - Contractors are our eyes and ears on the worksite
  - Focus is to have contractors report more so that we can proactively find the gaps in our system and prevent accidents from reoccurring.
    - HOW TO IMPROVE NEAR MISS AND OBSERVATIONS REPORTING BY CONTRACTORS (THROW YOUR IDEAS/ WHAT HELP DO YOU NEED FROM BP IN TERMS OF REPORTING?)
  
- Brainstorming the idea of **how to better convey BP messages back to all contractors workforce**. Any communication improvement needed? How will you convey today's message back to your workforce? What needs to be done more/better?



## Reporting Incidents and Observations

Robert Strain (RC)

**USPL**  
U.S. Pipelines & Logistics

# Reporting Observations and Incidents



## What to report?

- Anything
  - See something, Say something

## Who to report to?

- AO, AOD or Site Supervisor
- Safety Coordinator or Environmental Coordinator

## Why report ?

- With more Observations and Incidents reported, we can identify regional trends and take proactive steps.



## What is a 'safe act'?

An observed behavior/ act that an entity chooses to record which either conforms to or exceeds the expected safe way of working or contributes to the safety of others.



### Examples:

- Stop Work implement after a fall hazard was identified (1227514)
- Coworker reminding another about their missing hard hat (1257741)
- Spreading de-icer at a job site (contributory to 1105103)





Observation



## What is an 'unsafe act'?

An observed behavior that differs from the expected safe way of working that did not, but could have, either resulted in an incident or made an incident more likely and/ or severe.

i.e. you see *somebody* doing something that may result in an incident.



### Examples:

- A worker is preparing to carry a air filter in their hand while using a ladder (1247851)
- Contractor boom truck operator showed up for work with arm in sling (1246152)



## What is an 'unsafe condition'?

Any performance or condition of equipment, procedure, process operations, or working environment that did not, but could have either resulted in an incident or made an incident more likely and/ or severe.

i.e. you see *something* that may result in an incident.



### Examples:

- Extension cord placed across a vehicle pathway without protection (1257771)
- Repeated driving over snow to and from a site created slipping hazard (contributory to 1105103)

# What is an Incident



**An unplanned event or chain of events that affects, or has the potential to affect, the health, safety and/ or security of:**

- people, or
- assets, or
- the environment.

## **Incidents include:**

- Incidents with consequence (accident).
- Incidents without consequence (near miss).

## **Examples:**

- Air hose disconnected from impact air gun (600735)
- Workers slip on ice (1105103)
- Metal Storm drain struck by excavator (721025)
- Worker bitten by an escaped aggressive dog (902494)

# Reporting Observations and Incidents



## PWN

- 2018 Incident Reporting (24)
  - Near Misses – 9
  - Damages – 6
  - Releases – 5
  - Security - 3
  - Injury – 1
- 2019 Incident Reporting (11)
  - Near Misses – 5
  - Damages – 3
  - Releases – 3

# Record a Observation - Safe Act

---



Number	1257741
Title	A coworker was reminded that they needed their hard hat
Recorded by	Robert C. Strain
Submitted on	09/May/2019

## 1. When did the Safe Act happen

Observation date

29/04/2019

Observation time (24-hour clock)

09:30

## 2. Where did the Safe Act happen

Location of the observation

Site/Asset	United States, Washington, Pipeline - Washington Onshore, Pipeline
Location	area - Olympic, Pipeline area - Valve station / Site
More details	Castle Rock Station

**Organisation reporting the observation**

Organisation Downstream Fuels  
North America US Pipelines & Logistics Operations District Operations –  
Olympic

**Company entering the safety observation**

Company BP

**Company performing activity at the time of the observation (Optional)**

Company



### 3. Safe Act

**Short title**

A coworker was reminded that they needed their hard  
hat

**What activity was in progress when the observation happened?**

Audit

**What was the mode of operation?**

Normal



## Please share the facts about your observation

When I was approaching a block valve work area inside the facility, I noticed an employee that had forgotten their hard hat while having project discussions closer to the work area. I reminded the coworker that they were missing their hard hat and they returned to the kick off location.

## Please categorise your observation using the most appropriate option

Communicates and  
warns others  
Head  
protection



Did you have a conversation ?

Yes

Detail any commitments made as a result of the conversation. If a conversation didn't take place, please explain why?

The coworker committed to getting and wearing their hard hat. The coworker was talking with other workforce members at the time of the intervention and the other parties recognized that they had missed the fact that the individual was not wearing a hard hat. A hard hat is not normally required at the location of the observation. A hard hat was required only due to proximity to the active work.



# ISN Contractor Overview

2019



# ISN Overview

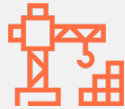
# The Process

## 1. Contractor Entered Information

**Company  
Level**



**Project/Site  
Level**



**Employee  
Level**



## 2. Verified Information

### ISN Review & Verification Services (RAVS)

- Written Programs
- Implementation Assessments (RAVS Plus)
- Injury & Illness Records
- Experience Modifier
- Company Licenses
- Citation
- Training
- Insurance

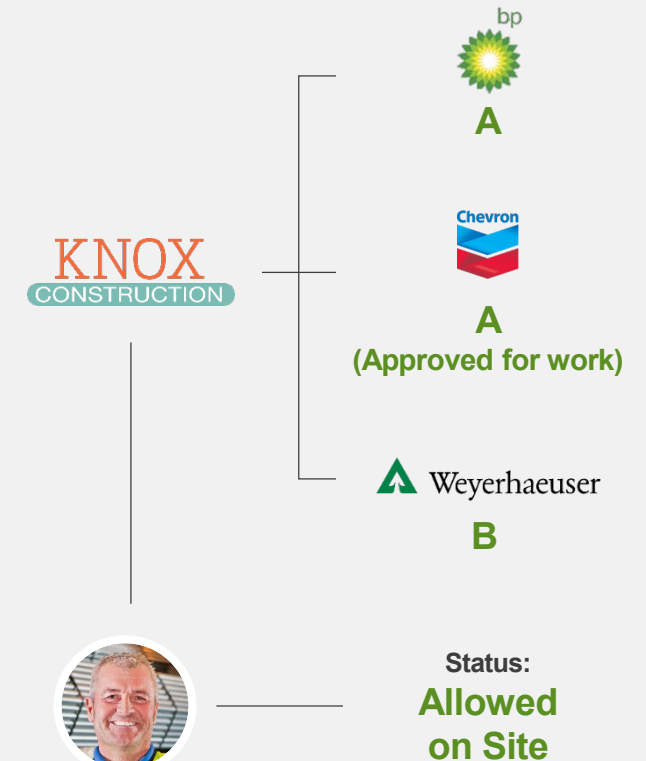
### Hiring Client

- Post Job Evaluation
- Field Feedback
- Working Relationship
- Competency Assessments
- Contracts/Agreements

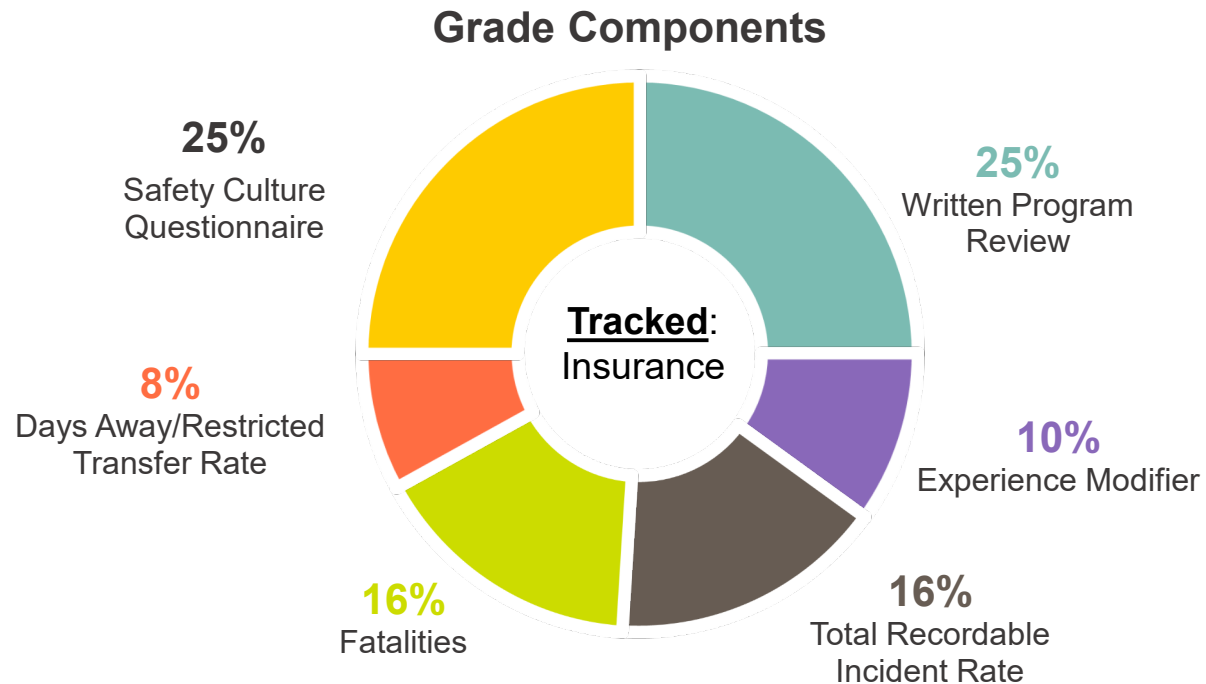
### 3<sup>rd</sup> Party (Data Providers)

- On-Site Inspections
- D&A & Background Checks
- Training & Operator Qualifications
- Financial Risk

## 3. Configurable Qualification Criteria



# USPL Grading & Requirements



## Grading Details

<b>A (97-100%)</b>	<b>Approved for Use With Exceptional Safety Performance.</b>
<b>B (85-96.99%)</b>	<b>Approved for Use.</b>
<b>C (75-84.99%)</b>	<b>Complete Variance Process Before Continuing Work on USPL Site.</b>
<b>D (-500-74.99%)</b>	<b>Work on USPL Site Not Permitted.</b>

## Showstoppers

**Acknowledgment Forms (4)**

**NCMS Drug & Alcohol Status**





# Additional Tools

# What's New?

## SERVICE

- Expansion of Chat Feature
- 15% More ISN Employees Supporting Contractor Customers
- Contractor Certified User Program
- Montreal Office Opening

## FUNCTIONALITY

- SmartSearch
- Streamlined RAVS Plus process
- Improved Work Type List & Definitions
- Document Submission Enhancements
- Updated Contractor Member Logo



## UPCOMING EVENTS

- **May 15<sup>th</sup> & 16<sup>th</sup>** – ISNetworld from a Hiring Client Perspective Webcast
- **May 22<sup>nd</sup>** – Minneapolis Users Group Meeting
- **June 13<sup>th</sup>** – New Orleans Users Group Meeting

Additional information on upcoming ISNetworld Webcasts & Events can be found on our website.

**25**

New Hiring  
Clients YTD

**80**

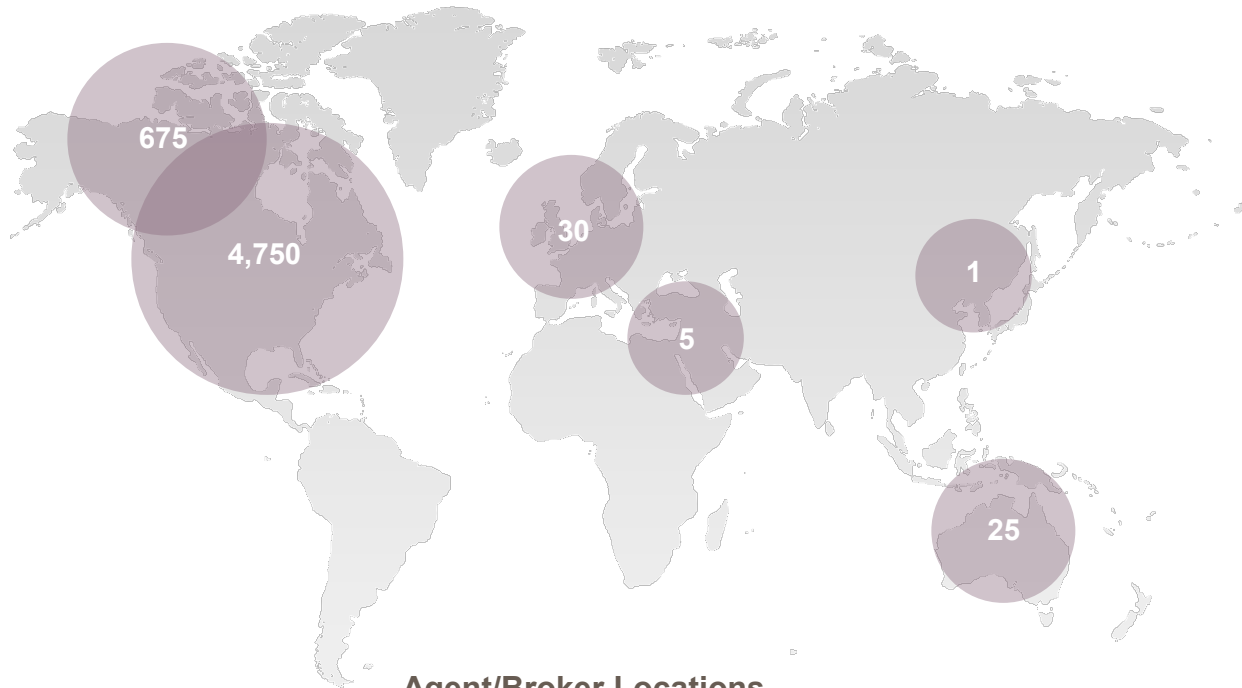
New Hiring  
Clients in 2018

ADDITIONAL TOOLS

# Insurance Agent/Broker Tool



Allows insurance agents and brokers to submit insurance documents on behalf of contractors at no additional cost



Agent/Broker Locations

United States • Canada • United Kingdom • Australia • Trinidad & Tobago • South Korea • Iraq • New Zealand • Norway • Aruba • Lebanon • Egypt

**5,400**

Agencies

**20,000**

contractors using the tool

**22%**

High compliance

No fees

**AGENTS/BROKERS**  
SUBMIT



**DAYS**

PRIOR TO EXPIRATION

**CONTRACTORS**  
SUBMIT



**DAYS**

PRIOR TO EXPIRATION

# Smart Log

## Step-by-step process for managing near miss and injury/illness records

- Aligns with OSHA 300 Log and 300A Summary
- Decision tree to assist with classifying events
- Signature ready forms
- Optional, permission based and not shared with Hiring Clients

OSHA's Form 300 (Rev. 01/2004)

**Log of Work-Related Injuries and Illnesses**

Attention: This form contains information relating to employee health and must be used in a manner that protects the confidentiality of employees to the extent possible while the information is being used for occupational safety and health purposes.

Year 20 15

U.S. Department of Labor  
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

Establishment name **Knox Group Main**  
City **Dallas** State **TX**

You must record information about every work-related death and about every work-related injury or illness that involves loss of consciousness, restricted work activity or job transfer, days away from work, or medical treatment beyond first aid. You must also record significant work-related injuries and illnesses that are diagnosed by a physician or licensed health care professional. You must also record work-related injuries and illnesses that meet any of the specific recording criteria listed in 29 CFR Part 1904.8 through 1904.12. Feel free to use two lines for a single case if you need to. You must complete an Injury and Illness Incident Report (OSHA Form 301) or equivalent form for each injury or illness recorded on this form. If you're not sure whether a case is recordable, call your local OSHA office for help.

Identify the person		Describe the case		Classify the case		Enter the number of days the injured or ill worker was		Check the "Injury" column or choose one type of illness	
(A) Case no.	(B) Employee's name	(C) Job title (e.g., holder)	(D) Date of injury or onset of illness	(E) Where the event occurred (e.g., loading dock work rail)	(F) Describe injury or illness, parts of body affected, and object/substance that directly injured or made person ill (e.g., second degree burn on right forearm from acetylene torch)	CHECK ONLY ONE box for each case based on the most serious outcome for that case:			(M) Injury or illness type
						Remained at Work			(M) Injury or illness type
						Days away from work	Job transfer or restriction	Other records	
						(G) Days	(H) Days	(I) Days	(K) Days
1	Carl Allen	Mechanic	08 / 15	Dallas	Broken left leg	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Julie C.	Director	10 / 15	Houston	Deep cut on right hand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(2) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(3) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(4) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(5) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(6) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(7) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(8) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(9) <input type="checkbox"/>
			month/day			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(10) <input type="checkbox"/>

OSHA's Form 300A (Rev. 01/2004)

**Summary of Work-Related Injuries and Illnesses**

Year 20 15

U.S. Department of Labor  
Occupational Safety and Health Administration

Form approved OMB no. 1218-0176

All establishments covered by Part 1904 must complete this Summary page, even if no work-related injuries or illnesses occurred during the year. Remember to review the Log to verify that the entries are complete and accurate before completing this summary.

Using the Log, count the individual entries you made for each category. Then write the totals below, making sure you've added the entries from every page of the Log. If you had no cases, write "0".

Employees, former employees, and their representatives have the right to review the OSHA Form 300 in its entirety. They also have limited access to the OSHA Form 301 or its equivalent. See 29 CFR Part 1904.35, in OSHA's recordkeeping rule, for further details on the access provisions for these forms.

Number of Cases			
Total number of deaths	Total number of cases with days away from work	Total number of cases with job transfer or restriction	Total number of other recordable cases
0	0	0	0
(G)	(H)	(I)	(J)

Number of Days	
Total number of days away from work	Total number of days of job transfer or restriction
0	0
(K)	(L)

Injury and Illness Types			
Total number of . . .			
(1) Injuries	0	(4) Poisonings	0
(2) Skin disorders	0	(5) Hearing loss	0
(3) Respiratory conditions	0	(6) All other illnesses	0

**Establishment information**

Your establishment name **Knox Group**

Street **3232 McKinney Ave Ste 1500**

City **Dallas** State **TX** ZIP **75204**

Industry description (e.g., Manufacturer of motor truck trailers)  
**Plumbing**

Standard Industrial Classification (SIC), if known (e.g., 7719)  
\_\_\_\_\_

OR

North American Industrial Classification (NAICS), if known (e.g., 336212)  
**2 3 8 2**

**Employment information** (If you don't have these figures, use the Worksheet on the back of this page to estimate.)

Annual average number of employees **257.00**

Total hours worked by all employees last year **751150.00**

**Sign here**

Knowingly falsifying this document may result in a fine.

I certify that I have examined this document and that to the best of my knowledge the entries are true, accurate, and complete.

Complete name \_\_\_\_\_ Title \_\_\_\_\_

Date **1/17/16**

Post this Summary page from February 1 to April 30 of the year following the year covered by the form.

Public reporting burden for this collection of information is estimated to average 30 minutes per response, including time to review the instructions, search existing data sources, gather the data needed, and complete and review the collection of information. Persons are not required to respond to the collection of information unless it displays a currently valid OMB control number. If you have any comments about this burden estimate or any other aspect of this data collection, including suggestions for reducing the burden, send your comments to Washington, DC 20503. Do not send the completed form to this office.



# Training Manager

Training Manager is a configurable database that assists contractors/suppliers in managing in-house trainings, specifying training requirements and generating training reports

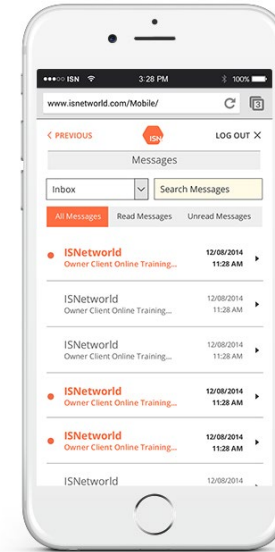
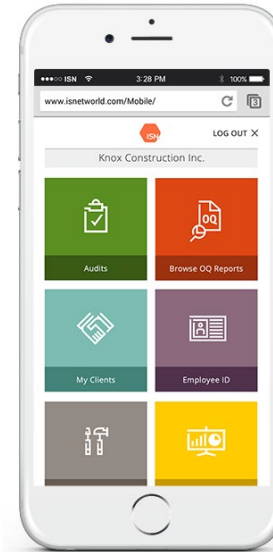
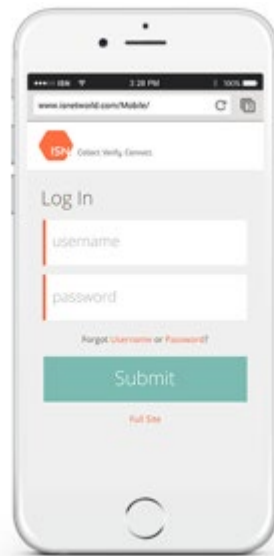
- View individual level status of all required training
- Shows completion percentages by course and employee
- Report can be generated by:
  - Work Classifications
  - Departments
  - Business Units
  - Sites

Employee	Job Title	First Aid	Pipe Fitting	Welding	Percentage Completed
Acosta, Raul (ISN-01359794)	Technician Supervisor	Failed: 08/01/13		Date Taken:08/01/13	50%
Allan, Julie (ISN-00964832)	Painter	Failed: 08/01/13	Date Taken:08/03/11	Date Taken:08/01/13	66.67%
Allen, Carl (ISN-00367002)	Project Engineer	Failed: 08/01/13	Expired on: 07/21/12	Date Taken:08/01/13	33.33%
Percentage Completed		0%	50%	100%	
					Total Employee Completion Percentage: 50%

- Course is required but not completed
- Course is required and completed
- Course is completed but is expired in specified date range
- Course is not a requirement

# ISN Mobile Site & App

- Compatible with all smart phones
- Free to download ISNetwork App
- Features – View Only
  - Bulletin Board
  - Online Training Report
  - Company Information
  - Contacts
  - Company ID
  - Address
  - Messages
- My Clients
- View Hiring Client grades
- Employee ID
- OQ/TQ Reports and QuickCheck



# Member Marketing

Available tools to help show that your company is a member of ISN

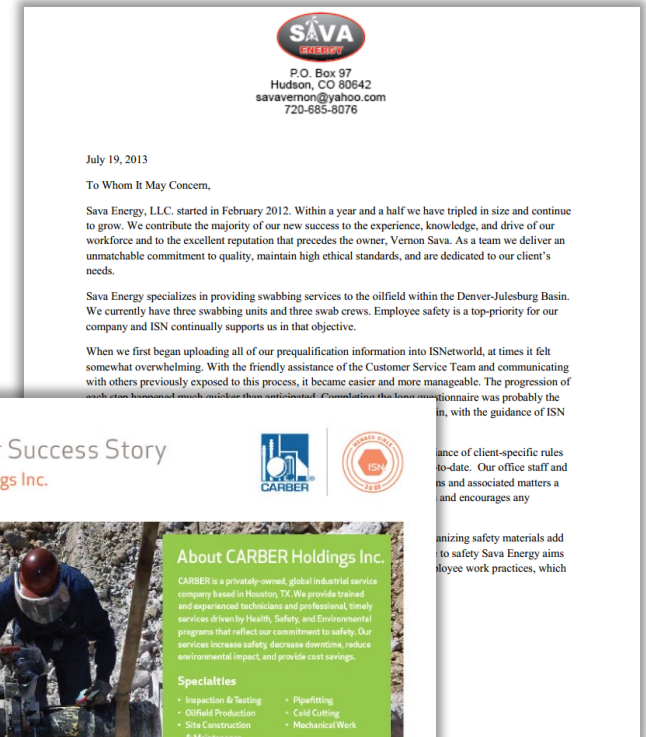
- Certificate of Membership – includes company name, ISN ID and years of membership
- Contractor Membership Logo – add to brochures, website, stationary or business cards to show you are a member of ISNetworld



# ISN Featured Contractor

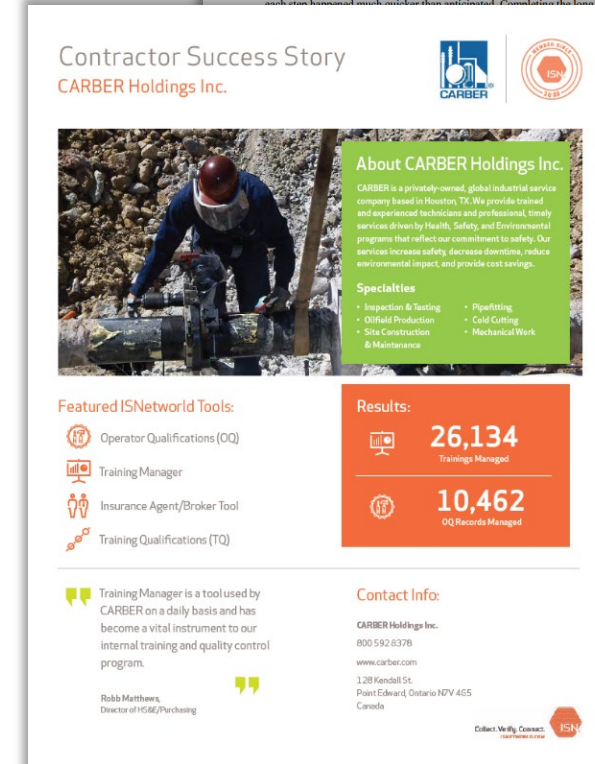
## Written Testimonial

- Letter published on ISN and shared with Hiring Clients
- Marketing information includes:
  - Description of company
  - Use and value of ISNetwork
  - Experience with ISN staff



## Success Story

- Highlights contractor's successes
  - Improved Safety Programs and Statistics
  - Company growth
  - Time savings



## Case Study

- Extensive publication featuring a contractor's history & accomplishments
  - Company timeline
  - Success in ISNetwork
  - Increased efficiency with managing training data and record keeping



# ISN Support



# Contractor Support

## Support Provided

**Skill-based** routing of calls

**Chat** functionality

**Guided Tour** available 24/7

**Pre-recorded** video tutorials

**3,500+**

outbound calls per week

**3,300+**

face to face meetings per year

**32**

second average hold time (phone)

**115,000+**

chats handled by the ISN Customer Service Team in 2018

**35+**

languages spoken



## 24 Hour Assistance

From 5pm Sunday to 6pm Friday Central time  
(support provided outside of these hours as needed)

### Global Customer Service Centers

Dallas

London

Sydney



## Contractor Assistance Options

**Phone:** (800) 976-1303

**Email:** [customerservice@isn.com](mailto:customerservice@isn.com)



Chat with ISN



Contact Center of the Year (Up to 100 Seats) –  
Technology Industries

# ISN Contractor Overview

2019



# USPL Contractor Forum Lessons Learned

Pipe Slide

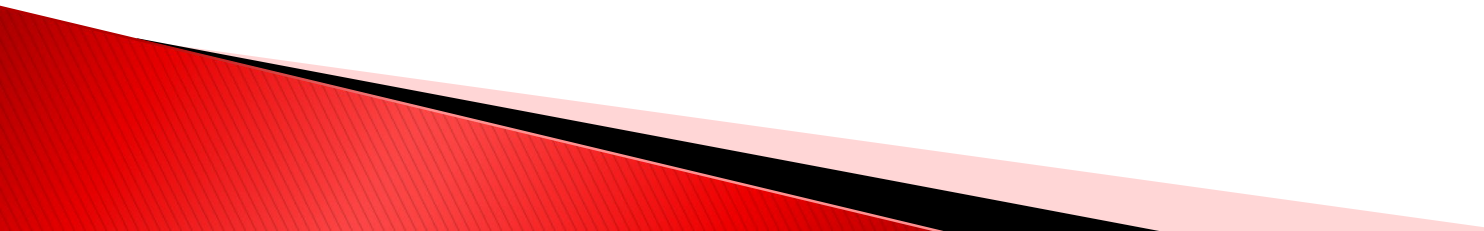


# The Incident

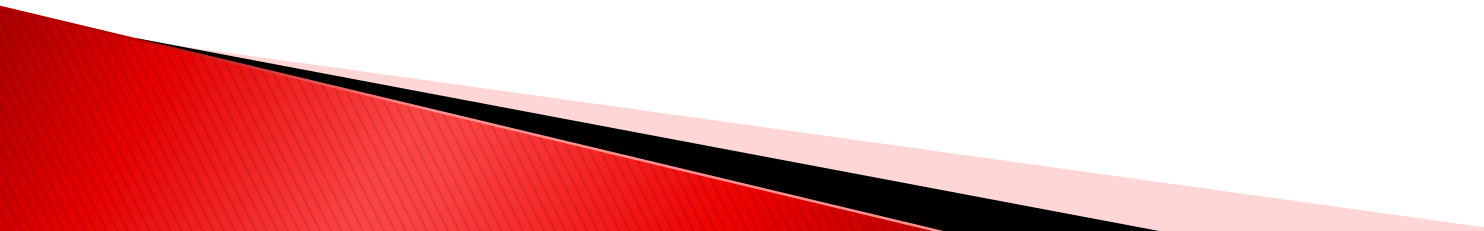
- ▶ A 440' section of 24" pipe suddenly slid 18' downhill while two welding crews were filling and capping welds near the top
- ▶ The pipe remained on the skids and stopped when it ran into a spoil pile at the bottom of the hill. The incident did not result in any injuries or property damage



# Investigation Findings

- ▶ The pipe had been secured in place the night before using equipment and straps
  - ▶ The equipment used to secure the pipe was moved to allow the welding trucks access in the morning but was not put back in place
  - ▶ The pipe did not have any bends in it to fit the contours of the terrain per the client's requirements because it was crossing a fault line
  - ▶ The slope did not meet our requirement of 15 degrees for a Steep Grade Plan (14 degrees at the top and 9 degrees at the bottom)
  - ▶ Our Steep Grade Plan addresses personnel, equipment and installation, but does not include anchoring methods
- 

# Lessons Learned

- ▶ Instruct Foremen to consider the potential for inadvertent pipe movement when assessing site hazards and conditions that can increase that risk
  - ▶ Foremen are to identify the method for securing pipe on their daily JSAs
  - ▶ To eliminate the potential for human choice to not re-secure anchors, the use of a dead man style anchor is considered the Best Practice
  - ▶ Added pipe anchoring requirement and methods to our Steep Grade Plan
- 

Hanging H

May 2019



**USPL**  
U.S. Pipelines & Logistics



# Near Miss



- **Description**
  - Track hoe was moving a 4"-47' long pipe with a 10' leg using 2 spotters, 2 tag lines, 2-12' chokers spaced approximately 15' apart. While traveling with the pipe it was approximately 6" off the ground.
  - When using the tag line to move the pipe, employees heard a pop. One end of the pipe hit the ground and one choker put pressure on the safety latch shearing the pin holding it together. The choker then came off dropping the load 6".
  - There were no injuries and no damage.
- **Actions**
  - Implement the use of longer chokers to keep the choker placement on the met hooks in the right area and not on the safety latch.
  - Inspect equipment before and after each pipe placement.





Q&A

May 2019

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