Contents

HSSE spotlight – Human performance corner

WYE? – Understanding fatigue, driver safety tips: parking and backing

HSSE safety share – Freeman tank 6952 near miss, what’s in your toolbox?

Good catch/near miss – Highlights

Contractor management - Contractor grading statistics, contacts and resources

Driving safety
Is your seatbelt on?
Is your phone off?
Are you fit to drive?
Do you have a journey plan in place?

Follow the Golden Rules of safety.
Every minute. Every hour. Every day.
Believe in zero.
Human performance corner

Human factor involvement in slips, trips and falls

We cannot address the slip, trip and fall problem by only trying to solve the physical hazards. We need to be aware that in more than half of slip, trip and fall-related incidents there were mental factors involved that directly contributed to the events and injuries.

Wet floor signs and barricades are good but will not work well if the person is not paying attention. In this section of our toolkit you will learn basic information about the human factors involved in a fall and some recommendations to follow to avoid being trapped in behaviors that could potentially cause an incident.

In most cases, physical hazards are usually caused by mental misjudgments and errors that people make, like having their tools on the floor, not reporting a spill, not having a designated area for scrap or trash, how fast they walk, etc. People wrongly perceive human factors as less risky than hazards that you can see.

Think about the last time you slipped, tripped or even fell and try to remember the state of mind that you were in at the time. It is very likely that you were rushing to complete a task or get somewhere, frustrated and thinking about a problem or difficult situation, tired where your body is not responding or just complacent. All these can lead to critical errors and decisions. It is proven that we are at a higher risk of falling if we are in any of these four states.

Attacking the four states should be as important as making sure that the physical hazards are controlled and eliminated. As soon as we recognize that we have fallen into the four states trap, we need to pause and act. Asking yourself questions regarding your behavior is a good start. Why do I need to rush? What is around me that could be a physical hazard? Where do I need to go and what route should I take? Why do I feel frustrated right now and how is that affecting my decisions? Do I need to take a break? What is my exposure in this moment?

Remember that walking is a task (job) and you need to have a high sense of awareness. Be safe!
Understanding fatigue

Fatigue, as a condition, is known to significantly impair the judgement, reactions and decision-making of individuals performing tasks. Where those tasks are safety critical (i.e., relating to the operation, monitoring and maintenance of plant and equipment) the risk of process and occupational safety incidents can be elevated. While the symptoms of fatigue are well understood, it is often difficult to access the level or extent of the fatigue and the appropriate intervention to make. Routine testing for fatigue is not straight forward, so proactive prevention of fatigue is an important part of fatigue management.

Fatigue is the state of tiredness that can be associated with long hours of work, prolonged periods without sleep or with needing to work when people would normally be resting. Fatigue is a result of physiological factors, it is not a 'state of mind'. It can be acute or cumulative. Acute fatigue will be experienced after an episode of sleep loss such as follows an extended period of wakefulness, sleep disturbances or inadequate sleep. Ongoing sleep disruption or lack of adequate sleep can lead to sleep debt and cumulative fatigue.

**Consequences of fatigue**

<table>
<thead>
<tr>
<th>Individual</th>
<th>Organization</th>
<th>Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slower reaction times</td>
<td>Increased safety risk</td>
<td>Increased safety risk to the public</td>
</tr>
<tr>
<td>Reduced coordination</td>
<td>Increased sick leave</td>
<td>Increased use of medical services</td>
</tr>
<tr>
<td>Lapses in attention</td>
<td>Increased staff turnover</td>
<td></td>
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<tr>
<td>Increased risk of accident</td>
<td>Decreased productivity</td>
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<tr>
<td>Decreased visual scanning</td>
<td>Decreased morale</td>
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<tr>
<td>Decreased motivation</td>
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<tr>
<td>Mood swings and/or depression</td>
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<tr>
<td>Impaired decision making</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Micro-sleeps during tasks</td>
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</tbody>
</table>

**Fatigue-related symptoms**

<table>
<thead>
<tr>
<th>Physical</th>
<th>Mental</th>
<th>Emotional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yawning</td>
<td>Difficulty concentrating on tasks</td>
<td>More quiet or withdrawn than normal</td>
</tr>
<tr>
<td>Heavy eyelids</td>
<td>Lapses in attention</td>
<td>Lacking in energy</td>
</tr>
<tr>
<td>Eye-rubbing</td>
<td>Difficulty remembering what you are doing</td>
<td>Lacking in motivation to do the task well</td>
</tr>
<tr>
<td>Head dropping</td>
<td>Failure to communicate important information</td>
<td>Irritable or grumpy with colleagues, family or friends</td>
</tr>
<tr>
<td>Micro-sleeps</td>
<td>Failure to anticipate events or actions</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accidentally doing the wrong thing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Accidentally not doing the right thing</td>
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</tr>
</tbody>
</table>

**Resources:**

- OMS Library: BP Guide – Fatigue management GG 3.4 -0004
- USPL Vehicle & Driving Policy: Driving and rest requirements for drivers

**Fatigue** is a Human Factor.

The resulting Human Performance may contribute to a near miss/error/injury/illness/accident.

**What you can do to combat fatigue**

**Exercise:** Exercise can relieve tension, boost your circulation, increase your metabolism and cause your body to release "happy chemicals" called endorphins.

**Snack frequently:** Eat small healthy snacks between your moderate-sized meals. Eating large quantities of food at once causes much of your body’s energy to flow to digestion, which contributes to fatigue. Additionally, your blood sugar goes through spikes and crashes.

**Drink water:** And lots of it - being dehydrated contributes to fatigue.

**Sleep well:** Sleeping until well rested every night will ensure that you are back up to 100% every morning; it helps you deal with body aches and it allows your joints to rest.

**De-stress:** Stress-induced emotions will take up much of your energy. Deal with stress by meditating, taking yoga, doing deep breathing exercises or trying massage therapy.

**Laugh:** Laughing will boost your heart rate and activate your muscles, which immediately help you feel less fatigued.

**Go outside:** Exposure to at least 30 minutes of natural sunlight every day will help boost another one of your brain’s “happy chemicals” called serotonin. If you work inside, eat your lunch outside or go for a walk when you get a chance to revitalize your mind and body.

**Resources:**

- OMS Library: BP Guide – Fatigue management GG 3.4 -0004
- USPL Vehicle & Driving Policy: Driving and rest requirements for drivers
**Driver safety tips: parking and backing**

Crashes involving fixed or stationary objects and backing collisions are often caused by driver inattention or rushing. **Backing accidents with a fixed or stationary object are always considered 100% preventable.**

The single best way to prevent these types of incidents is through elimination of the exposure to the potential hazard. Fixed objects are just that, they are fixed; the only way they will be struck is from the movement of the vehicle you are controlling. Our training and driving policy provide us with the guidance to prevent these incidents from occurring.

**All vehicles**

Drivers shall perform a 360 degree vehicle walk-around inspection before driving any vehicle on USPL business, including rental vehicles, and personal vehicles to ensure that the parking area is clear of obstructions and there is no obvious damage to the vehicle.

- Elimination can be achieved by identifying the hazard before you move your vehicle.
- Do not park near a fixed object if possible.
- Often poor planning is involved in these types of incidents.

**Vehicle backing requirements – first move forward**

**Tips for Safe Parking**

- Try to find a parking space that does not require backing into or out of the space. This can be accomplished by pulling through the space. If necessary, park farther away from your destination.
- Back in where legal. When parking spots are not angled, it is safer to park in reverse to gain full visibility when pulling out of the parking space.
- When pull-through or back-in parking is not advisable, the driver shall follow these precautions: Park away from the other vehicles in the lot where possible, avoiding busy traffic areas. Before backing out, walk completely around the vehicle to ensure that there are no obstructions. Notice the other vehicles in the area that may be entering and exiting and make sure their drivers see you and know you are moving.

- Adjust mirrors. Properly positioned mirrors help minimize blind zones and maximize the driver’s field of view. This is especially important when backing into a parking spot.
- Roll down windows and turn off the radio when backing to hear what is happening around you and listen for warnings.
- When in doubt, get out and look – avoid blindside backing. Remember, getting out and looking is a sign you’re smart, not inexperienced.
- A backing camera is no excuse to avoid getting out and looking. Backing “radar” systems may miss poles and people. Use your hazards/flashers when you get out and look.
- Always plan your exit route before you put it in drive.
HSSE safety share

Freeman tank 6952 near miss

What happened?
Freeman Station tank 6952 was returned to service following repairs and a technician walked around the tank in preparation for its first fill. While making the walk, the technician noticed unpainted threads on a nozzle at the tank’s base, checked its cap and found it to be loose. Upon further inspection, the technician identified that all four of the “old mixer nozzle” caps were loose and their completion plugs had not been reinstalled.

The O&M Team Leader contacted Tulsa Control Center to suspend filling of the tank. In order to rectify the situation, a 3rd party DOT-certified contractor was contacted and brought onsite to reinstall the completion plugs and caps.

What did we learn?
A human factors analysis found that a sensory error occurred during the return to service inspection. This was influenced by tunnel vision because the inspection personnel did not expect to have to check for threaded connections because they assumed all tanks were the same (this is the only tank with completion plugs installed in the old mixer nozzles), and there wasn’t any documentation asking for a check that completion plugs had been re-installed.

Recommendations:
The analysis led to strengthening barriers to verify tanks are ready to return to service by creating an equipment register of all removed materials. This can be used with the return to service checklist. Also, a recommendation is to complete the return to service checklist at the completion of the work if commissioning is delayed so that the appropriate personnel involved with the work are also involved with the return to service inspection.

Discussion: How sharp might your eye have been in this inspection? Would you have noticed a couple bare threads? Do you know of other instances where return to service inspections weren’t as robust as they should have been? We have good people following good procedures and we still make mistakes. What adjustments do you think would help us get it right all the time?
What’s in your toolbox?

What happened?

A recent incident caused some minor irritation to an employee. While cleaning out his truck, a red oily liquid was found at the bottom of a plastic container filled with assorted small items used for work. Some tools, spray cans of marking paint and a tape measure had some of the oily substance on them.

The employee thought a liquid red ink marker had broken and leaked into the bottom of the container. As he cleaned the items, he noticed some irritation on his hands and then in his nasal passages.

It turned out that the red oily liquid was actually pepper spray that had leaked from a can of aerosol pepper spray he had in the container. As a Damage Prevention Specialist, he sometimes carries pepper spray while marking our pipeline as defense against unwanted advances of pets or other critters.

What did we learn?

If you are storing items in your truck that may leak, become damaged, unusable or may present a similar hazard potential, please remove, reposition, re-cap or replace the questionable items.

What’s in your toolbox?
Good catch/near miss highlights

What makes a great good catch/near miss?

- **See something** – observe a potentially unsafe condition
- **Say something** – report the near miss to the appropriate parties
- **Do something** – apply corrective action or follow-up

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**Work without One Call notification**

**Good catch:** While driving past, a pipeline technician noticed a contractor performing work over our pipeline. He stopped the job, asked the local job rep what work was taking place and informed him that he was directly over several pipelines. The job rep explained they were only going 8 feet deep, were not aware of the lines and assumed they were clear to work. The pipelines were located and protected while work was completed. The team leader visited the job site the next morning, spoke with the job rep and explained the state requirement of making a One Call using 811. The rep agreed to communicate this up through the chain of command.

**Discussion:** How can you commit to being more observant and noticing jobs, events or situations taking place that don’t belong? How often do you encounter third parties attempting to work over our pipeline? In what ways can we all help eliminate this risk?

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**Ladder safety – 3 points of contact**

**Good catch:** Filters and tools were observed at the base of a ladder leaning against a building. A worker was gaining access to maintain AC equipment and replace filters. The worker was engaged to confirm that someone would stabilize the ladder for him and that he would use rope to lift the filters. He was planning to carrying them with one arm, thinking that would still enable him three points of contact (both feet, one hand). It was explained to him that while he was climbing, one foot would be off the ladder so he would only have two points of contact (one foot, one hand). He agreed and set up rope to lift the filters once he got off the top of the ladder.

**Discussion:** How do you ensure you and your team members always have three points of contact when climbing ladders? How often do you see employees at risk of not using three points of contact? Do you feel comfortable using stop work?

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**Watch your step**

**Good catch:** A crew member noticed an unsafe condition when opening the east exit door of an office building at a location. There was no landing outside of the door and a large, immediate step down. The steps were also not level, making this a serious slip/trip/fall hazard. The condition was reported to the safety coordinator in the area and an active search began for a repair. A “Caution: Step Drop Off” label was immediately created to notify all of the condition.

**Discussion:** Do you actively identify unsafe conditions during your day? Do you know how to report unsafe conditions? What hazards do you routinely look for every day?

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Have a **Good Catch** or **What Good Looks Like** event you want to share?

Report either to the appropriate BP site contact.
USPL is changing the scoring mechanism for average three year total recordable incident rate (TRIR) in ISNetworld. The following scoring will be applied:

<table>
<thead>
<tr>
<th>Total recordable injury rate (TRIR)</th>
<th>16</th>
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<tbody>
<tr>
<td>&lt;0.24</td>
<td>16</td>
</tr>
<tr>
<td>&gt;0.24—1.5</td>
<td>12</td>
</tr>
<tr>
<td>1.51—2.0</td>
<td>8</td>
</tr>
<tr>
<td>&gt;2.0</td>
<td>0</td>
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</table>

This will also be applicable to subcontractors through SHEPPs, i.e. one of the criteria for selecting subcontractor will be 3-Year Average TRIR of 2.0 or lower. New changes will go live as of 2020.

The overall statistics of contractor grading is below:

- **A grade** – 63
- **B grade** – 143
- **C grade** – 25 (6 on variance)
- **D grade** – 12 (1 on variance)

The USPL contractor information website contains important information to assist you in working safety with USPL, including HSSE policies, forms, toolkits, BP-specific programs, links to industry websites and OQ training information. Access the website at: