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Quality Principles February 2014

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The logo for 'trac' is displayed in a black diamond shape with the word 'trac' in yellow lowercase letters.

How Are We Doing?

LTI's - 0 in last 12 months

Location Period	Oil & Gas Base AFR	Oil & Gas Sites AFR	Total AFR
January	0	0	0
12 Month Rolling	0	0.48	0.38

- Statistics presented one month in arrears.
- AFR includes first aid/ medical treatment cases.
- $AFR = (Accidents / Manhours) \times 100,000$

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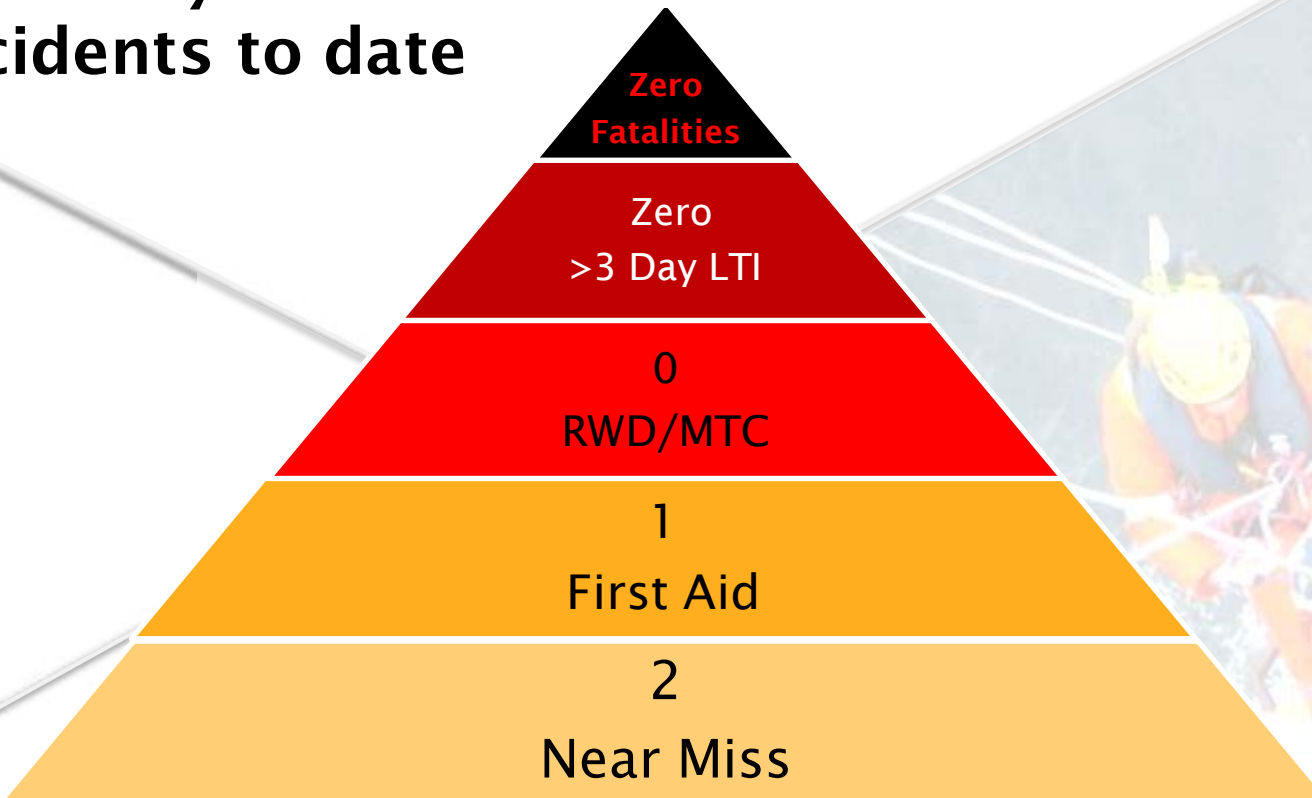
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How Are We Doing?

Summary of incidents to date



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TRAC HSEQ System

TRAC maintain an integrated HSEQ system, this system has been designed in line with the following international standards:

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Management)
- OHSAS 18001 (Occupational Health & Safety)

Quality is one of TRAC's core values, it should underpin everything we do, to ensure we deliver our projects consistently on time, to a high standard without causing harm to people or the environment.

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ISO 9001 – Quality Management

ISO 9001 provides a basis for assessing the capability of organisations to meet customer and applicable regulatory requirements.

It is based on eight quality management principles, used as a framework to guide organisations towards performance improvement.

Some benefits of ISO 9001 are:

- *Customer Satisfaction* – creates repeat business and customer loyalty.
- *Integration and alignment of process* – help minimise excess paperwork.
- *Meet external requirements* – some companies require their suppliers are certified to ISO 9001.

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Principle 1 – Customer Focus

Ensuring we meet customer requirements and expectations during every interaction, can improve the overall business performance and increase customer loyalty.

Simple things can help achieve this:

- Carrying out operations in accordance with established policies and procedures to ensure a consistent and safe service is delivered every time.
- Ensuring all documentation is completed properly and by the appropriate person.
- Being proactive – ensure any feedback received is passed on to your project / line manager and effectively liaise with the client representative regarding process or problems occurred.

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Principle 2 – Leadership

Effective leadership should establish unity and direction of the organisation/ for the job.

Office staff should:

- Make sure supervisors receive a briefing on the workscope prior to mobilisation relevant to the job.
- Agree effective communication methods ensuring relevant updates, developments and issues are received.

Supervisors / Team Leaders should:

- Take responsibility for ensuring all items required for the workscope are sourced and in place.
- Ensure briefs at the start of each shift are relevant to the days tasks, the weather and risk assessments.
- Review risk assessments and method statements before commencing any work.
- Where applicable, make sure Toolbox Talk / Daily Logs are signed off and returned to the office.
- Liaise effectively with the client's representative onsite.

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Principle 3 – Involvement of People

Employees provide front line customer service and follow the company objectives, but they still need to be encouraged and involved.

- Feedback, ideas or suggestions are welcome and sought, they will be taken on board to assess their feasibility.
- Supervisors are given ownership on site to take responsibility for the safety and welfare of team members, ensuring all workscopes are executed in a safe and efficient manner.
- If any individual has issues that they feel is affecting their work ability, they should discuss this with their immediate Line Manager or Supervisor.

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Principle 4 – Process Approach

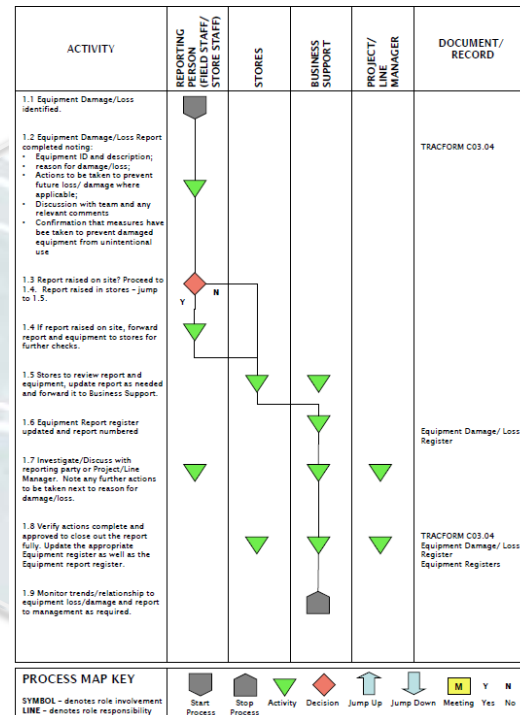
Results can be achieved more efficiently if activities and resources are bundled and managed as a process.

The process approach links departments together as often the outputs from one process can be inputs into other process.

Process Maps are in place to outline the steps involved in specific process for example:

- Equipment Damage – Loss Reporting Process
- Accident and Incident Reporting
- Purchasing Controls Process

EQUIPMENT DAMAGE/LOSS REPORTING PROCESS MAP



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Principle 5 – System Approach Management

A systems approach views the organisation as a unified, purposeful system composed of interrelated parts.

It's based on the fundamental idea that departments, managers and employees should all cooperate and communicate effectively to ensure a quality services is delivered every time.

It's important to remember that all areas of the system feed into each other:

- Incident/near miss reporting – lessons learned feed back into the system helping to avoid further incidents.
- Changes to workscope – any changes to the job on site should be noted and reported back to PMs. This ensures;
 - an effective handover to the next supervisor on site
 - that others coming on site understand current workscope
 - any extensions can be explained to the client

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Principle 6 – Continual Improvement

Continual improvement focuses on increasing the effectiveness/efficiency of an organisation to fulfil its policy and objectives. It means ‘getting better all the time.’

TRAC system is based on the Plan, Do, Check, Act model:

Plan – activities are planned to ensure they are carried out effectively/efficiently whilst complying with policies

Do – activities are implemented in accordance with relevant procedures, standards, legislation, etc.

Check – key activities monitored and evaluated to identify good practice/potential improvements

Act – feedback is reviewed by senior management and actions identified to improve performance



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Principle 7 – Factual Approach to Decision Making

Ensuring the data and facts are correct, reliable and accessible means that all decisions will be made using the most effective means possible.

Therefore, make sure:

- All documents you complete are accurate and reliable.
- You enter the correct information into any database field.
- You are providing up to date information.

This will enhance our ability to:

- Monitor and evaluate the efficiency and effectiveness of previous decisions.
- Assess where improvements can be made.
- Analyse the most effective ways to implement changes.

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Principle 8 – Mutually Beneficial Supplier Relationship

Organisation and their suppliers are interdependent therefore a mutually beneficial relationship can enhance the ability of both to create value.

In accordance with TRAC policy and procedures we will:

- Treat all suppliers fairly, ensuring timely payment and open communication.
- Wherever possible, select local businesses to supply us.
- Any item deemed to be ‘critical’ to operations, must be purchased from an approved supplier/ subcontractor.

To ensure ongoing and successful supplier relationships:

- Complete the necessary PO and subsequent revisions to ensure timely payment.
- Upon delivery, check all goods have been received and conform.
- Follow up invoice queries within a reasonable time frame.

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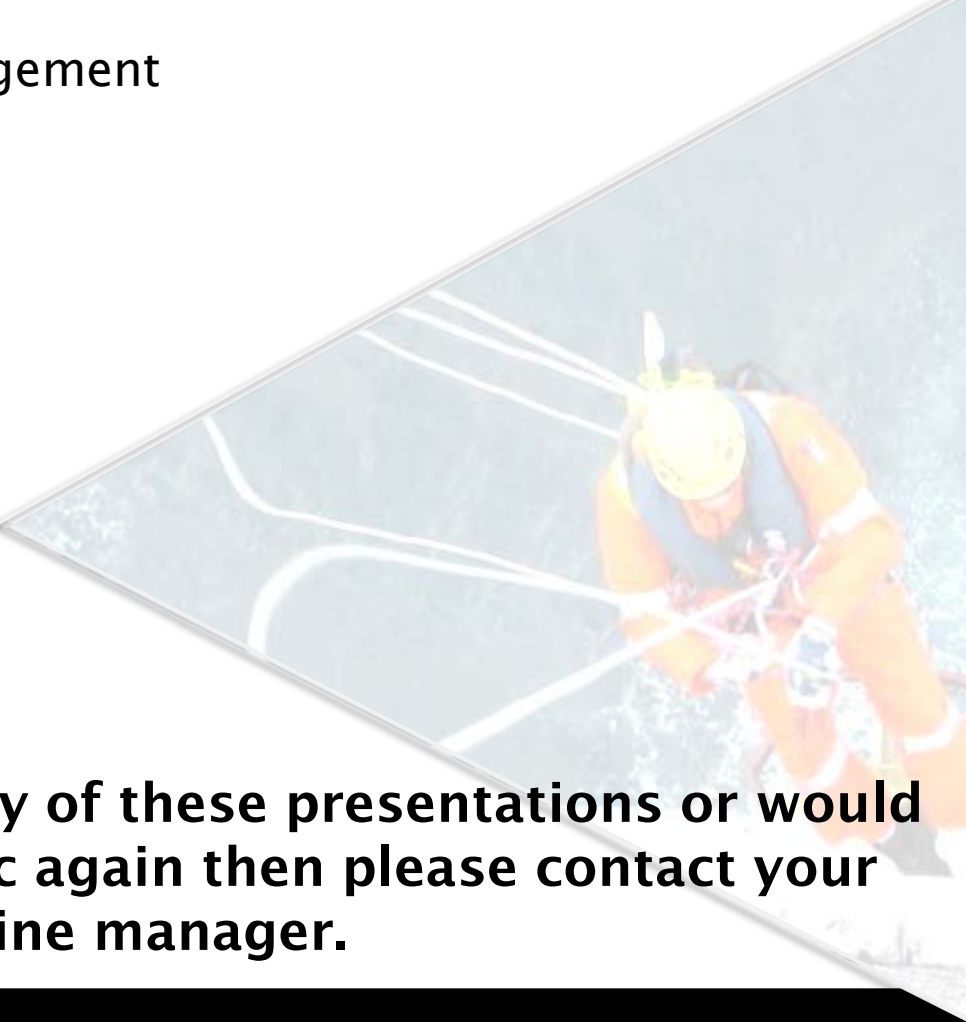
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Topics Covered In 2014

- January - Waste Management



If you have missed any of these presentations or would like to review a topic again then please contact your line manager.

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Your behaviour makes a difference

Look after yourself

Look out for others

Use safety equipment

Follow safety procedures

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