



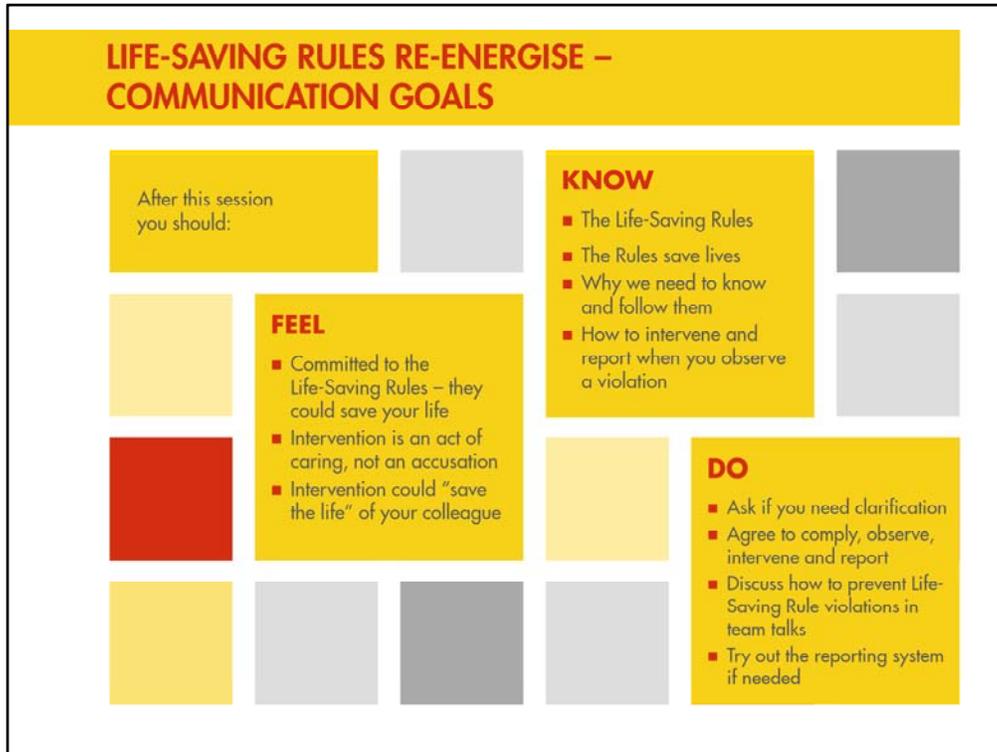
A survey conducted in 2013 amongst 3000 employees and contractors showed there is still much we must do in our Goal Zero. No Harm. No Leaks journey. The survey findings revealed:

- 2/3 haven't had a discussion about the Life-Saving Rules with their supervisor
- 1/2 said they are unsure how to report a violation,
- 1/3 couldn't give an example of a violation,
- 1/5 couldn't recall the Rules applicable to their job.

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Explain why we are holding this session & what you want everyone to take away from it

Know:

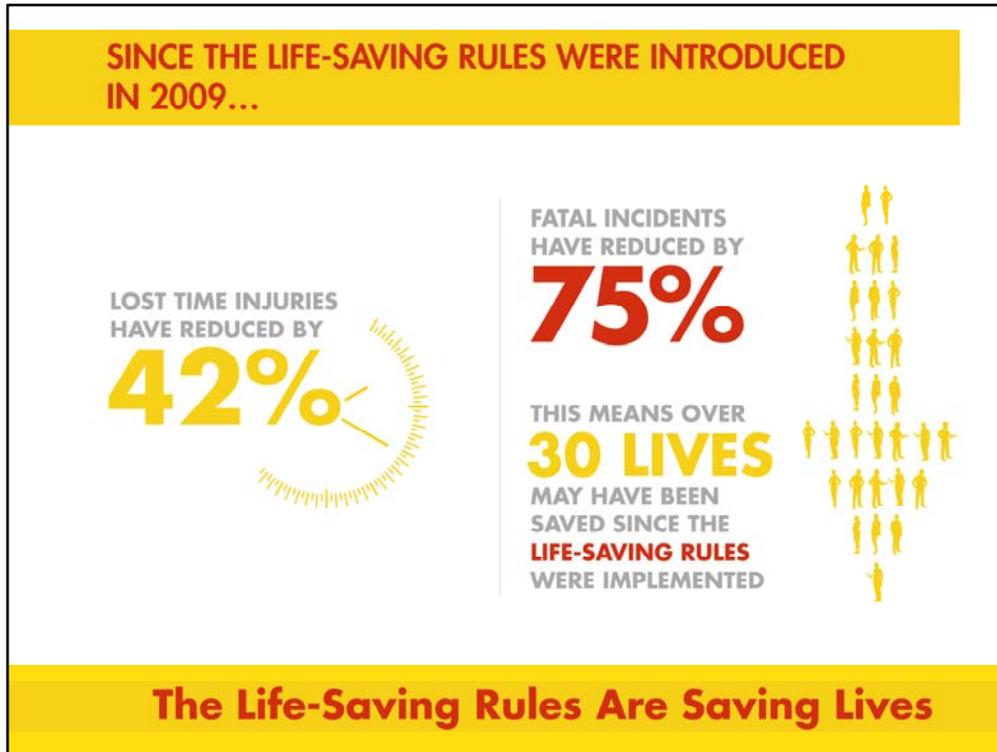
- What the Life-Saving rules are – which ones are most relevant for us, what this looks like in our day-to-day work and how to recognise violations
- Understand that the Life-Saving Rules have saved many lives**, decreased the number of (fatal) incidents, but we are still losing lives which can be prevented by complying to the rules
- That if you observe a violation you should intervene and report to avoid immediate and future incidents

Feel:

- Emotionally (re)connected with the Life-Saving rules
- That the Life-Saving rules are there to save lives and actually do save lives, which could be yours
- That intervention is an act of caring, not an accusation and can save the life of people around you

Do:

- Ask your supervisor / ask me for clarity on any of the rules
- Agree on the next steps to comply, observe, intervene and report
- Regularly discuss how to prevent Life-Saving Rule Violations in team talks
- Report a observation/violation after the session to get familiar with the reporting system?



Look at the content closely and personalise what you want to say
 This one hour interactive session is to remind us all of the Life-Saving Rules and reflect on how we can keep ourselves and each other safe in the workplace.
 Deliver the numbers of lives that have been saved simply and clearly

**Consider to make it personal having a 2-3 minute discussion with your team (similar to a Safety Moment):
 Who has an example of when they have witnessed and/or intervened in a Life Saving Rule relevant situation?**

Source: 2013 HSSE Performance 2013

Fatalities per 1 million working hours 2008: 3.4 □ 2013: 0.79

Lost Time Injury Frequency per 1 million working hours 2008: 0.6 / 2013: 0.36



Watch the Video and try to Identify the LSR's followed or being broke

Play the video and identify other safety violations !

DISCUSSION

- What are the most important rules for us to follow in **our** work place?
- How can we help each other follow the rules?
 - How do we set clear expectations on the Life-Saving Rules?
 - How do we help new people know and understand the Life-Saving Rules?

Have another discussion and take notes of the answers you receive on a flipchart (or alternative):

Choose which questions are most relevant for your team, or if running a longer session all questions can be covered in order.

- Which rules are especially relevant in your specific workplace?
- What could be the consequences if that Rule was broken?
- How does following the Rules keep us safe?
- How can we help each other follow the rules?
 - How do we set clear expectations on the Life-Saving Rules?
 - How do we help new people?

OPTIONAL: For a deeper discussion ask participants to actually imagine and articulate how someone could get hurt or how someone is kept safe.

THE LIFE-SAVING RULES

Work with a valid work permit when required	Conduct gas tests when required	Verify isolation before work begins and use the specified life protecting equipment	Obtain authorisation before entering a confined space	Obtain authorisation before overriding or disabling safety critical equipment	Protect yourself against a fall when working at height
					
					
Do not walk under a suspended load	Do not smoke outside designated smoking areas	No alcohol or drugs while working or driving	While driving, do not use your phone and do not exceed speed limits	Wear your seat belt	Follow prescribed Journey Management Plan

REALITY + SUMMARY

The Life-Saving Rules have saved lives

We need to look after each other and follow the Life-Saving Rules without exception

They are there to save our life and the lives of others

Let's be committed, not just compliant

If you work at Shell, you must follow the Life-Saving Rules

You can use this slide to summarize again on the importance of the Rules
 Make clear that the Rules are here to save peoples life

Our own lives and these of others around us

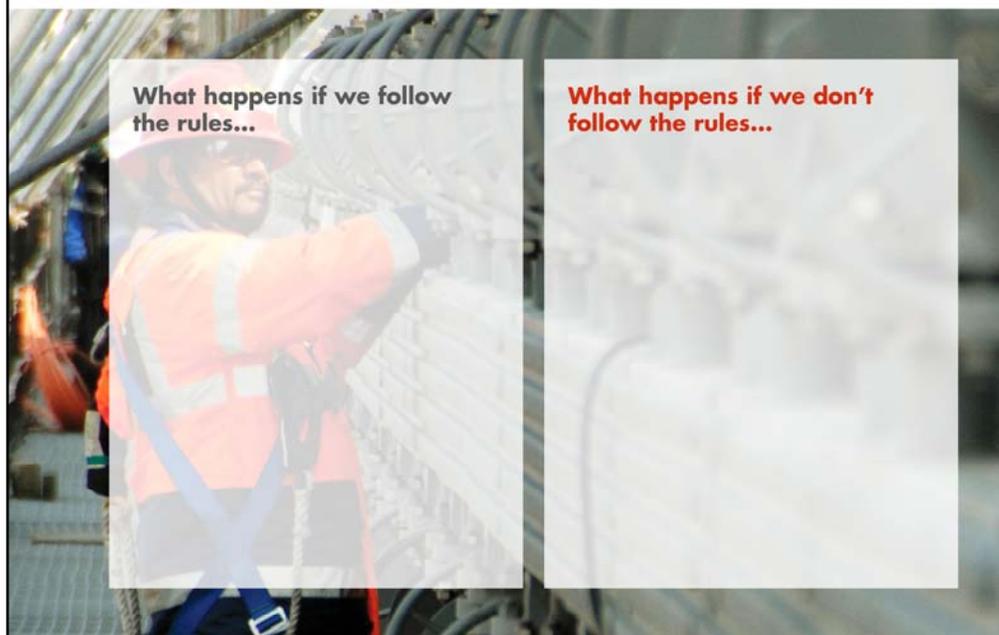
We need to help each other understanding and following the rules without exception

Let's work together to establish a culture of commitment

You can use the slides provided, but also include examples of local incidents, or Rule breaches, or lives saved by complying with the Rules.

If you have any local examples / pictures, feel free to add these

CONSEQUENCES



Intent: Make it personal; What would it mean to individuals;
We want positive consequences for following the Life-Saving Rules;

However the focus must be on Saving Lives.

Question: What could be the consequences be if we follow the Life-Saving rules?
Agree to all positive answers

Question: What could the consequences be if we do not follow the Life-Saving rules?
The worst consequences are that someone loses his or her life!
Consider a real story on what the impact was on the environment of someone who died at work (family, friends, supervisor, colleagues).

Question: Is there always disciplinary action for individuals that violate the Life-Saving Rules? Each incident will be investigated thoroughly.
Failure to comply with any Life-Saving Rule will result in disciplinary action, up to and including termination of employment for Shell employees or, for employees of contractors or sub-contractors, removal from site and disqualification from future Shell work. If the employee is aware of the rule or required procedure through training, experience or communication, and did not comply with that rule or procedure, the maximum appropriate disciplinary action (in accordance with local law) will be applied. In addition, if a supervisor tolerates the conditions for rule breaking or fails to follow through if a Rule is broken, maximum appropriate disciplinary action (in accordance with local law) will apply to the supervisor as well.

CONSEQUENCES

What remains unchanged:

- The aim of the Life-Saving Rules is to prevent harm and save lives
- Each incident will be fully investigated
- Failure to comply will result in maximum appropriate disciplinary action for all involved in accordance to local law

The Life-Saving Rules are there to save our life and the lives of others

If you choose to break the Rules, you choose not to work for Shell

Key Messages:

There is no change to the consequence management. Consistent “consequence management” is part of what has enabled Saving Lives so far and it remains necessary to reinforce the importance of compliance with the Life-Saving Rules.

If the employee is aware of the rule or required procedure through training, experience or communication, and did not comply with that rule or procedure, the maximum appropriate disciplinary action (in accordance with local law) will be applied. In addition, if a supervisor tolerates the conditions for rule breaking e.g. if an employee is not fully aware, or equipped to comply, or fails to follow through if a Rule is broken, maximum appropriate disciplinary action (in accordance with local law) will apply to the supervisor, or his / her supervisor as well. This is because it is their role to make sure their staff do know and are equipped to comply with the Life-Saving Rules.

INTERVENTION

What is an intervention?

1. A conversation between at least two people
2. Should relate to a safe or an unsafe act
3. Learning opportunity
4. Includes open questions and active listening
5. Focuses on what could go wrong
6. Agrees an immediate action
7. Focus on the behaviours, not the individual

Why do we want everyone to intervene?

- Care for each other, save lives and prevent injuries creating a safer working environment



You and I are responsible to intervene with each other. Failure to intervene is like an unsafe act.

Whenever somebody intervenes with you, there is only one correct answer - THANK YOU!

Intent: Understand the importance of intervention;
 It is key to look after each other and to be committed to follow the Rules
 Our focus is on being safe as team;
 There is no difference between employees and contractors;
 Encourage contractors to intervene with Shell employees;
 Everyone should watch out for each other; Make it personal;

Re-enforce the message:

Why do we want everyone to intervene?:
 To help creating a proactive and safe working environment, because
 -We want to save lives,
 -We want to prevent injuries and
 -We have to look after each other

Key message:

If something goes wrong, we don't want to ask ourselves 'could I have done more?'

PEER TO PEER INTERVENTION

What is different about peer to peer interventions?

- Colleagues in the same team (peers) can and do look out for each other.
- Intervention with a peer can happen before a rule is broken OR to correct an unsafe act or situation.
- Intervention and reporting within your team is a learning opportunity and will not normally be subject to disciplinary action if the unsafe activity stops immediately.

When you intervene with a peer you are helping to keep them safe and stay out of trouble.

Please report all interventions as it helps the company learn and become an even safer place to work.

Intent: Understand that peer to peer interventions are out of care for colleagues and do not normally lead to disciplinary action.

Peer to peer interventions are about a team looking after itself;

Everyone should watch out for each other; Make it personal;

If an intervention is by a supervisor or manager it is not peer to peer and will lead to consequences.

Peers are

Production/frontline operator to another production/frontline operator

Construction worker to another construction worker

Production operator to a maintenance technician or contract worker (e.g. scaffolder, painter, welder etc.) and vice versa

Contractor worker to another contractor worker (e.g. welder to a scaffolder, crane operator to a welder etc.)

Peers are not

Anyone in a management/supervisory position to anyone else

Employee to any supervisor/manager



Intent: Understand the importance of intervention; Understand how to deal with interventions; Know what Shell expects you to do when you see someone break a Life-Saving Rule

Key Messages:

1. You should always intervene and whenever somebody intervenes with you, there is only one correct reply - THANK YOU!
2. You have a duty to report any Life-Saving Rule Violations to help understand why there was a violation and any necessary actions can be taken to make compliance easier
3. Intervention and reporting within your work team (peer to peer) will not normally be subject to disciplinary action if the unsafe activity stops immediately.
4. Peer to Peer reporting is all about reporting to learn about issues with a specific Rule, not about the person breaking it!
5. A violation observed by a supervisor will always have consequences (CLARIFY THIS!)

