

THE TURNAROUND TIMES

2023 UPGRADER SOUTH

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OVERALL EVENT PROGRESS

51.9 %

TOUGH CONVERSATIONS

It can often be tricky spotting a friend or co-worker who is struggling. This page will provide you with some useful approaches and suggestions.



ASK—Start by mentioning anything different you've noticed. Maybe they are spending more time at the bar, coming into work late, or missing social events.

"You've not quite

seemed yourself recently. Are you okay?" Trust your instinct. Remember, we often say, "I'm fine" when we're not. Don't be afraid to ask twice.

ENCOURAGE ACTION—Help them focus on simple things that might improve their wellbeing. Are they getting enough sleep, Exercising regularly, and eating properly? Maybe there's something that's helped before.

Suggest they tell other people they trust how they are feeling. This will make things easier- for both of you. And if they have felt low for more than two weeks, suggest they see their doctor.

LISTEN—Try to give them your full attention, without interruptions. Don't feel you have to diagnose problems, offer solutions or give advice. Just let the know you are all ears, judgement free.

Follow-up questions are good too. It will help let them know you are listening. "That can't be easy. How long have you felt that way?"

CHECK IN—Suggest you catch up soon- in person if you can. If you can't manage to meet-up, make time for a call, or drop them a message. This will show you care. Plus, you'll get a feel for whether they're feeling any better.

If you are worried somebody's life is in immediate danger, go directly to emergency services.

WE ARE LOOKING FOR ARTICLES

Thank you in Advance

Do you have a story to share? An article that impacted you that you would like others to see and read? Do you have feedback or a safety moment? Anything that has impacted you, will most likely impact others. The knowledge you have may seem normal to you but could benefit the entire team.

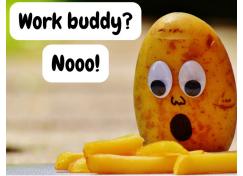
Please reach out to Serena.Statler@shell.com with your ideas!



SCOTFORD WEATHER



TURNAROUND STATS	LAST 24 HRS	
No Treatment Case	0	12
Occupational Illness	0	1
First Aid	1	10
Medical Aid	0	0
Recordable	0	0
Life-Saving Rule Violation	1	5
Near Miss	0	4
Motor Vehicle Incident	0	4
Dropped Object	0	0
Hi Potential Incident	0	0
SIF	0	0
Env (Other/Spill)	0	3
LOPC (<100kg)	0	0
LOPC (>100kg)	0	0
Environmental Non-Comp.	0	0



STEP

Have the Courage to Ask



"You don't know what you don't know"

As kids we ask questions non-stop! Because we want to learn and we know that we don't know things. As adults we may have questions or be unsure of things, but we may hesitate to ask questions.

Why? We don't want others to think we don't know what we're doing. We think we'll "get in trouble" for taking extra time. We don't want people to laugh at us.

But when it comes to your safety, questions can save lives!

We have seen some great examples of people "trusting but verifying" this TA and encourage you to continue to speak up if you are uncertain or if you feel that something isn't right.

GOAL ZERO CUP



Sure the picture is a bit dark and blurry, but the pride and team spirit in this picture is crystal clear!!

"I would like to nominate the whole team of Clean Harbors/ Ed Ex working at wash pad for the goal zero cup. During a re-

cent safety walk, I had the pleasure of observing the work being done on the wash pad. I was impressed by the level of safety precautions being taken, with the crew wearing proper PPE and the facility being maintained to a high standard of cleanliness. Furthermore, I was struck by the positive attitude and welcoming demeanor of the team members we encountered. Shawn, Brad, Rob, and Glenn were particularly noteworthy in this regard, taking the time to answer our questions in a friendly and informative manner. Their professionalism and commitment to safety were evident throughout our interaction. The way they were controlling the line of fire was much impressive and showed their expertise in maintaining safety standards."

DIVERSITY, EQUITY AND INCLUSION

Different is Good!



I love that this nomination was for 2 companies who work as a team, from a 3rd company! #OneTeam

Pro-active Safety...that's why these Graham folks are Goal Zero Heroes!

Clearly this team know how important it is to identify hazards. In just one week they identified a hole that needed a hard barricade, recognized the need to change the way they were using tool-

ing to avoid injury, and stopped work to confirm their permit was in order!

Thanks for your exemplary Safety behaviors that showcase key elements of risk management and direct controls.

