

CRITICAL INCIDENTS

WHAT HAVE WE LEARNED?

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Robert R. Chisholm, P.Eng.

President

Alberta One-Call Corporation

EVOLUTION OF SAFETY

Then

- The “safety program”
- PPE

EVOLUTION OF SAFETY

Now

- Hazard assessments
- Safe work procedures
- Codes of practice
- Training, training, training
- Objectives
- Corporate culture

THINK

OUTSIDE

THE

BOX

ANOTHER FACE OF SAFETY

Prevention of damage to buried facilities

- Worker safety
- Public safety
- Protection of the environment
- Preservation of society's essential services

DAMAGE PREVENTION = SAFETY

- No ownership
- Affect every one of us
- Consequences
- Prevention

CRITICAL (adj)

- Tending to find fault
- Characterized by careful analysis and judgement
- Of or forming a crisis or turning point
- Dangerous or risky
- Designating a point at which a change in character, property or condition is effected

INCIDENT (n)

- Something that happens
- Occurrence

CRITICAL INCIDENTS

- Implementation of first one-call centre (1964)
- Implementation of Alberta One-Call (1984)
- Common Ground Study (1998 – 1999)
- Multi-Stakeholder Damage Prevention Legislation Task Force (2000)

WHAT HAVE WE LEARNED?

- Prudent facility owners don't want their facilities damaged
- Prudent members of the digging community don't want to damage facilities

WHAT HAVE WE LEARNED?

- Damages can be reduced
- Damage prevention is a process
- Multiple stakeholders
- Shared responsibility
- Requires cooperation / collaboration

WHAT HAVE WE LEARNED?

- Basic premises articulated
 - Registration with one-call centre
 - Call Before You Dig
 - Exchange of timely and accurate information
 - Genuine interest for a successful outcome

WHAT HAVE WE LEARNED?

- Stakeholders can work together
- Best practices have been identified
- Individual companies can use best practices to benchmark operations
- Issues tend to be of common interest

WHAT HAVE WE LEARNED?

- Public awareness programs are necessary
- Training programs are necessary
- Process enhancements require buy-in of all stakeholders

WHAT HAVE WE LEARNED?

- Facility records leave a lot to be desired
- Roles and responsibilities not always understood or accepted
- Multiple regulations lack harmony
- Minimal consequences for non-compliance
- Damage incident information not used proactively

WHAT HAVE WE LEARNED?

- Prevention of future damage rarely a criterion in
 - Facility design
 - Facility installation
 - Facility record management
 - Purchasing of construction services

WHAT HAVE WE LEARNED?

- The evolution of damage prevention is following the same path as the evolution of safety

YOU CAN HELP!

- Apply your safety expertise to the issues
- Benchmark your organization's compliance with best practices
- Get involved