

Health & Safety – Global Incident Recording Communications Management & Training Multinational Oil Company

The Challenge

To ensure that the global network of users for a health & safety incident recording system is kept fully engaged and informed as an enabler to effective management.

Outcome

The user network was an effective community and remained engaged and committed to the effective use of the system and supporting processes to support management and improvement of health & safety.

SkillSet Approach

Health & Safety is a top priority for oil & gas companies and to help achieve their goals our client implemented a global incident recording system at over 200 sites worldwide. This powerful system is used to record incidents but also to support analysis and reporting and management of corrective actions.

Key to ensuring that the system is used properly is an effective communications network requiring continuous facilitation and management. SkillSet was engaged to manage these global communications.

Our objective was to stimulate and encourage good practice across the whole organisation through effective communication.

Our activities included management and preparation of materials such as success stories, operational guidance, training, policies and new releases. We also facilitated the global user group with members in countries around the world. This includes regular conferences and collaborative exercises to share best practice and manage process and system improvements.

We also developed a CD based eLearning package to support global roll-out of new releases, in multiple languages.