

Notifiable incident

Incident ID [6452](#)

Duty holder: Shell Australia Pty Ltd
Facility/Activity: Prelude FLNG
Facility type: Floating liquefied natural gas facility

Incident details	
Division	Occupational Health and Safety
Notification type	Complaint
Incident date	07/04/2020 12:00 AM (WST)
Notification date	07/04/2020 09:09 PM (WST)
NOPSEMA response date	08/04/2020 10:39 AM (WST)
Received by	[REDACTED]
Nearest state	WA
Initial category type <i>(based on notification)</i>	Complaint
Initial category <i>(based on notification)</i>	OHS complaint
3 Day report received	
Final report received	
All required data received	
Final category type <i>(based on final report)</i>	Complaint
Final category <i>(based on final report)</i>	OHS complaint
Brief description	OHS-COMP-Complaint against Shell Australia Prelude FLNG mobilisation and shift changes
Location	
Subtype/s	Complaint
Summary <i>(at notification)</i>	<p>Hello</p> <p>My name is [REDACTED], I am an LNG Operator on [REDACTED], Prelude FLNG, and have been for the past [REDACTED]. I live in [REDACTED]. This is a formal complaint about the actions of Shell Australia in the past week in their response to Covid-19.</p> <p>My offshore swing started on March 26, but due to having symptoms I was tested for the virus on March 23 and had to self isolate until March 27th when the clear results came back. By that time the rest of my shift had either mobilised to Prelude, or were isolated in a Perth hotel for 7 days. I intended to get antibiotics for diagnosed [REDACTED] from my doctor and fly over to Perth on the following Monday, March 30.</p> <p>However, late on Friday 27th I received a questionnaire from Shell to see if I would be willing to relocate to Perth for a period of 3 to 6 months. The questionnaire had to be completed and returned by the next morning, and the relocation was to take place on the Monday 30 March. I signed it NO and returned it. I found the request in that span of time an insult, and some of the questions were a direct breach of my privacy. This relocation was for singles or the whole family and was supposedly in response to an announced hard border crossing by the WA government to FIFO workers from NSW. Over the next day or so I was phoned at least three times and emailed once to see if I would change my opinion. Each time I said no. My main reasons were that Shell had not provided any details, nor had my manager who I sent a number of texts and emails to to ask for more details and a few guarantees. Shell had half arsed sent out a proposal for a roster change as well, from 3435 to 62, the 6 including a 14 day quarantine. None of this information was available to anyone off shift, and none was sent in a formal email. I was told to trust the company. I did not trust the company due to past experience. Even now, 10 days later, I have not received any information on roster changes, when I can go home again, whether or not I am being compensated for my current 28 day isolation period,</p>

when I am supposed to fly to work.

On the Sunday I received a call from a higher level manager asking the same question. I said no, and then sent her an email setting out my concerns and reasons for the no, and suggestions on how to resolve their situation. This email was never answered.

After going to the doctor on Monday I decided to fly to Perth and contacted CWT to book the flight on the Tuesday. Shell Dispatch told me specifically when they rang that it would be a charter flight, but arrangements were still being made. I changed my mind to relocate due to 3 reasons:

Pressure from Shell

Pressure about losing my job

Wanting to be out with my mates on Prelude The fact that I would be travelling by charter, not commercial By 9pm that night I had still not heard anything about flight times etc. I sent a message to dispatch and was told negotiations were continuing and that flight details were coming soon. At midnight I received a group message, not specifically addressed to me, that the charter was not happening and my flight was leaving at 12:20 that day. This was the final straw in a comical display of organisational failure. I immediately messaged dispatch, and my manager to say I would not be relocating until Shell got their shit together, and to cancel my flight. My manager was sympathetic. The next afternoon, Tuesday 31st, I had a few missed calls and a message from a more senior manager asking to discuss my cancellation. Instead of calling I sent another email explaining exactly What had happened and that I wanted details and a few guarantees. He replied in Company speak. I still had the same original concerns about the whole situation.

It seems, however, that none of that is of any concern to Shell. They just wanted people in Perth to go to a facility that is not even producing due to Shells own fault.

Even with these concerns I committed to flying over if they could get me on a charter. He agreed and made the bookings, to fly on Thursday April 2. Once again it was a commercial flight, but I was so over the whole process that I flew anyway.

I am now in [REDACTED], Shell have booked me in here until early May. I am expected to isolate for 14 days, then another 14 days before flying offshore, when I still do not know. Nor do we have any indication of extra payments, roster, and where we will live in Perth for the foreseeable future, without my family.

The day after I arrived in Perth the WA government confirmed what we all knew, FIFO workers were exempt from the hard border restrictions, we could fly in and out of the state, with the only restriction being the required 14 day isolation upon entering. I was pretty upset that Shell were trying to make us live in Perth, change our roster from a 3435 to a 62, and with absolutely no input, consultation or even anything written down. I am still angry.

I fired off an email to my managers stating in clear terms that I want to go home now the restrictions are lifted, and I will not change my roster. There is no need for either. No reply, still none.

In an attempt to head off a Shell-Union clash, and to try and make all my mates get sent back home where they belong, and to keep the roster we worked so hard to get, I emailed the Shell HR Manager and my immediate managers, five Shell people in all. I pointed out that three weeks offshore is long enough, the proposed 4 plus a 2 week isolation, and no chance of seeing your home and family is cruel and will create huge problems, now and in the future. I also strongly suggested that Shell trust us, get input and consult before making their decisions.

That was two days ago. I did receive a short reply from the HR Manager. However, I believe they have already decided on their course, it will be presented tomorrow morning, and no matter what they offer, unless it is to keep our current roster and to let us go home, I will not be accepting it. They can say we were not forced, that is not what most of us know.

This whole process has been a disaster: stressful, anger-inducing, disappointing, with no end in sight. I am pretty sure the process described above meet most of what you point out in your safety notice. I have all the emails, texts, messages referred to. If you need them, please get in touch.

NB. Late tonight it has just been announced, without any consultation, even with the few remaining HSRs, that we will be doing 2/6, isolation will not be paid for.

Details
(from final report)

Hello

My name is [REDACTED], I am an LNG Operator on [REDACTED], Prelude FLNG, and have been for the past [REDACTED]. I live in [REDACTED]. This is a formal complaint about the actions of Shell Australia in the past week in their response to Covid-19.

My offshore swing started on March 26, but due to having symptoms I was tested for the virus on March 23 and had to self isolate until March 27th when the clear results came back. By that time the rest of my shift had either mobilised to Prelude, or were isolated in a Perth hotel for 7 days. I intended to get antibiotics for diagnosed [REDACTED] from my doctor and fly over to Perth on the following Monday, March 30.

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relocate to Perth for a period of 3 to 6 months. The questionnaire had to be completed and returned by the next morning, and the relocation was to take place on the Monday 30 March. I signed it NO and returned it. I found the request in that span of time an insult, and some of the questions were a direct breach of my privacy. This relocation was for singles or the whole family and was supposedly in response to an announced hard border crossing by the WA government to FIFO workers from NSW. Over the next day or so I was phoned at least three times and emailed once to see if I would change my opinion. Each time I said no. My main reasons were that Shell had not provided any details, nor had my manager who I sent a number of texts and emails to to ask for more details and a few guarantees. Shell had half arsed sent out a proposal for a roster change as well, from 3435 to 62, the 6 including a 14 day quarantine. None of this information was available to anyone off shift, and none was sent in a formal email. I was told to trust the company. I did not trust the company due to past experience. Even now, 10 days later, I have not received any information on roster changes, when I can go home again, whether or not I am being compensated for my current 28 day isolation period, when I am supposed to fly to work.

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	HSRs, that we will be doing 2/6, isolation will not be paid for.
Immediate cause/s	TBC
Root cause/s	
Root cause description	

Duty inspector recommendation

Date	08/04/2020
Duty inspector	[REDACTED]
Recommendation	Do not conduct Major Investigation
Reasoning	Not applicable
Supporting considerations	

Major investigation decision

Date	08/04/2020
Decision	Do not conduct Major Investigation
Reasoning	Not applicable
Supporting considerations	

Non-major investigation review and recommendation

Date	20/04/2020
Inspector	[REDACTED]
Risk gap	
Type of standard	
Initial strategy	Inclusion in annual stats/data analysis

Recommended follow up strategy

Recommended strategy	Investigate
Supporting considerations	There are no direct breaches of the safety case commitments evident or claimed, concerns are primarily in regard to dissatisfaction with communication and consultation in relation to roster changes and relocation arrangements. It assumed that the primary health and safety impact is mental health. This has been elevated to "investigate" on the basis that have been multiple submissions to NOPSEMA that have made related claims and there is an opportunity to follow up this issue at the upcoming Covid-19 consequence inspections.

Non-major investigation decision

Date	28/04/2020
RoN	[REDACTED]
RoN review result	Agree with recommendation
Strategy decision	Investigate
Supporting considerations	

Associated inspection

Inspection ID	2220
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