

# Human performance for process safety

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- National Offshore Petroleum Safety and Environmental Management Authority
  - Safety, Integrity, Environment
  - Commonwealth waters
- Offshore Petroleum and Greenhouse Gas Storage Act
  - Associated Regulations.

- NOPSEMA webpage – [nopsema.gov.au](http://nopsema.gov.au)
  - HSR handbook
  - Accredited HSR training course providers.

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LA

ONS

UPCOMING EVENTS

### New environmental issues with the

NOPSEMA has published a new alert, addressing the challenges of complying with environmental requirements due to changes. To read more, visit the [Alerts page](#).

### the Regulator 2016

for oil spill  
se  
consultation

### October 2016

17-20 October, International Regulators Offshore Petroleum Health and Safety Forum, Auckland, NZ

17-20 October, SPE Asset Abandonment and Emerging Reality Workshop, KL, Malaysia

25-27 October, SPE Asia Pacific Oil & Gas Conference and Exhibition, Perth

- Exclusion of major accident events in

# HSR Handbook

# Course Providers

[Safety](#) » [Health and Safety Representatives](#)

## HEALTH AND SAFETY REPRESENTATIVES

The legislative framework for offshore petroleum safety makes clear provision for workforce representation. The following guides and resources are provided to give an understanding of this role, how it operates and sources of training that are available.

### HSR Handbook

NOPSEMA has updated their [HSR Handbook](#), to make the HSR's role even easier. Most of the changes are as a result of minor legislative changes over the last few years, and are mainly around changes in terminology.



### Training for HSRs

When personnel have been chosen by their designated offshore work groups to represent them as HSRs, they will be required to attend a NOPSEMA accredited HSR training course.

Clause 30 of Schedule 3 to the *Offshore Petroleum and Greenhouse Gas Storage Act 2006* (OPGGG Act) states that: "A health and safety representative for a designated work group must undertake a course of training relating to occupational health and safety that is accredited by NOPSEMA for the purposes of this clause."

The employer of the HSR must permit the representative to take such time off work, without loss of remuneration or other entitlements, as is necessary to undertake the training.

### Accredited HSR training course providers

See the list of [accredited training providers](#) currently accredited to provide Health and Safety Representative training courses to meet Clause 30 of Schedule 3 to the OPGGG Act. Training providers not listed may not be accredited and are, therefore, unable to provide training that would comply with the OPGGG Act.

### Training providers seeking to become a NOPSEMA accredited provider of HSR training courses

The accreditation process comprises three main elements: review of the developed training material; review of the training provider's organisation and personnel structure; followed by onsite visit of the training premises. The main elements necessary for accreditation are:

- training course material conforms to the endorsed [Course outline - Health and Safety Representative training for the offshore oil and gas industry - Rev 1 - March 2012](#) ([PDF 1.89KB](#))
- confirmation of Registered Training Organisation (RTO) status
- experience in OHS and Training Health and Safety Representatives
- knowledge of the Offshore Petroleum Industry

If the initial accreditation process is successful, there are follow up surveillance audits to provide ongoing verification.

### In this section

[Accredited HSR training courses & providers](#)

### Quick links

#### Publications

[Health and Safety Representatives \(HSRs\) Handbook - Update - August 2016](#)  
([PDF 1.7MB](#))

#### Policies

[PL1068 - HSR assistance by consultant - Rev 1 - April 2013](#) ([PDF 183KB](#))

#### Guidance

[GN1054 - Involving the workforce - Rev 1 - November 2015](#) ([PDF 439KB](#))

#### Forms

[FM1069 - Request for NOPSEMA agreement to HSR assistance by consultant - Rev 1 - April 2013](#) ([DOCX 85KB](#))

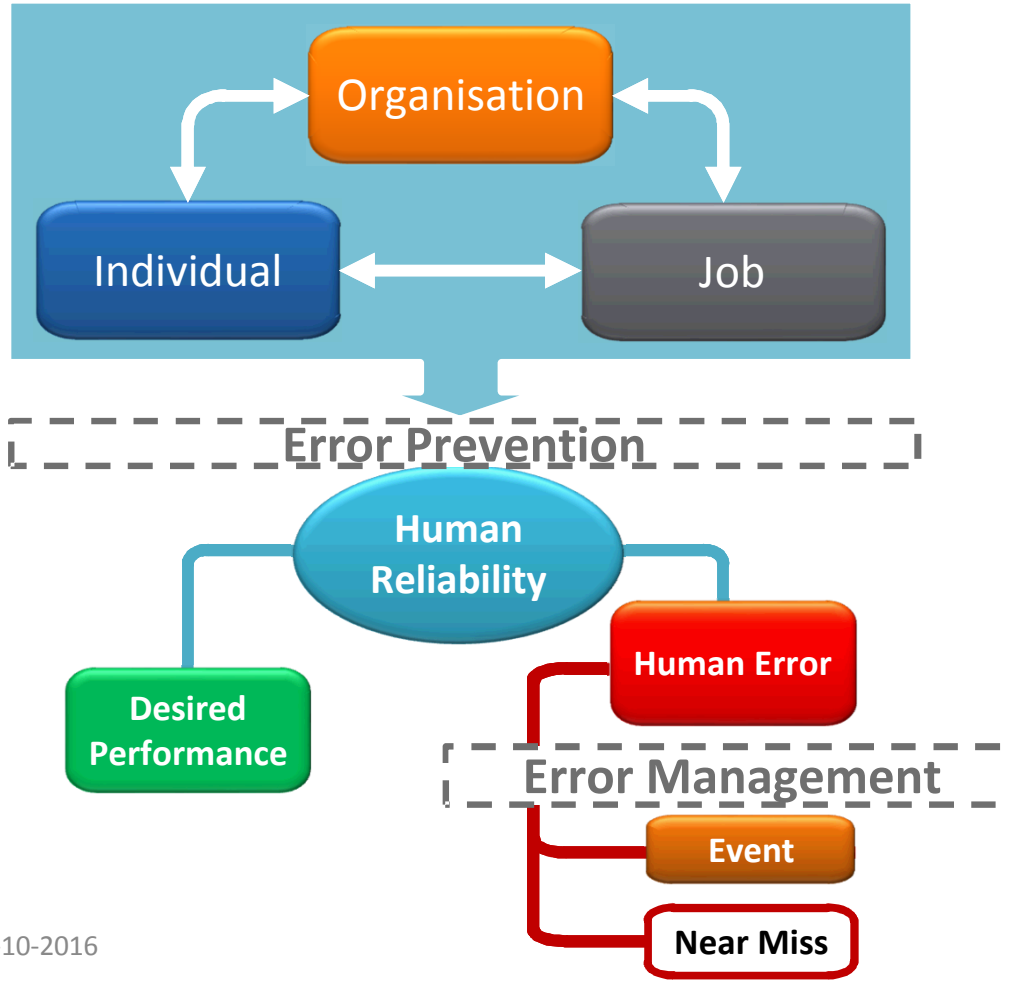
Use of this form is not mandatory, but may be used by HSRs to facilitate the request process.

#### Pages of interest

[Safety case guidance notes](#)  
[Data reports and statistics](#)

 [Newsletters - the Regulator](#)[Frequently asked questions](#)[Presentations](#)[Data reports and statistics](#)[Major offshore incidents](#)[Published Notices](#)[Human Factors](#)[Freedom of Information](#)[Human Error](#)[Human Reliability Analysis](#)[Safety Culture](#)[Human Factors Information Papers](#)[LATEST NEWS](#)[PUBLICATIONS](#)[UPCOMING EVENTS](#)

# Human Performance





- Where does human performance have an impact?
- Major accident event control measures
  - Hardware
  - Procedure
- How can HSRs contribute?

- Opportunities for HSR contribution include:
  - Hazard Identification Workshops
  - HAZOP
  - Constructability reviews
  - Procedure development & revision
  - JSA/JHA development & review
  - Management of change
  - Prestart & toolbox talks.

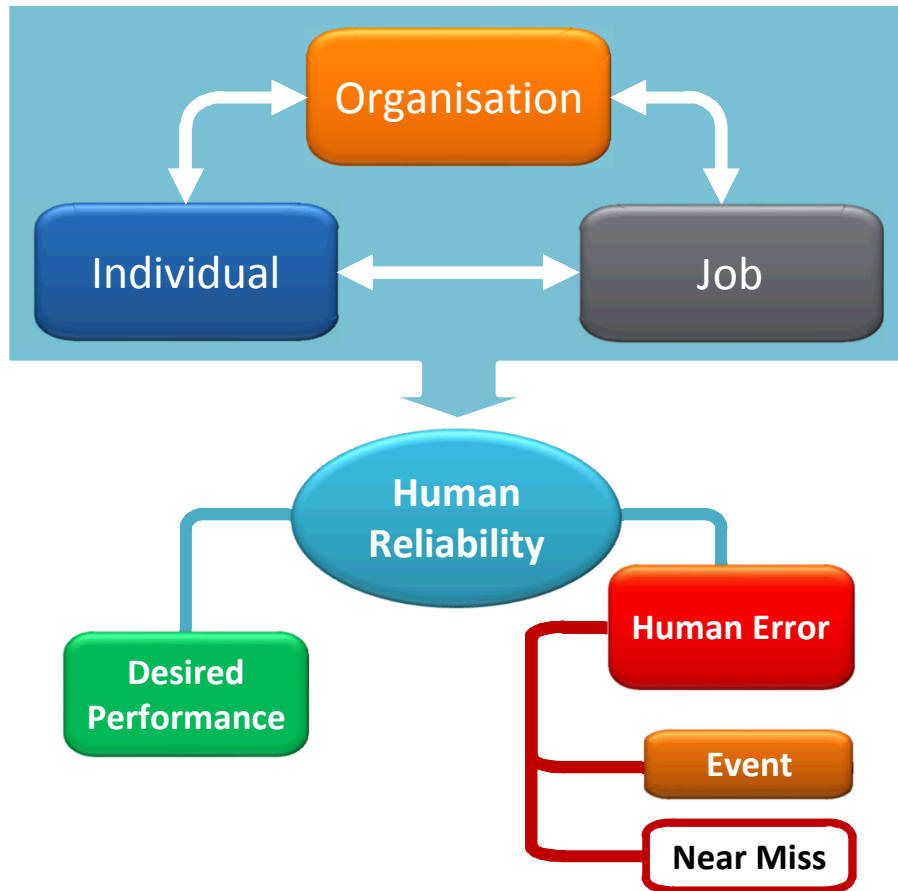
- What is the consequence of error within a task?
- Maintenance work:
  - Safety critical equipment
  - Process plant
- Control room operations
- Inspections & testing
- Mid-activity handover.

# How can things go wrong?

- “Drift towards failure” / “Incubation period”
- Incremental procedure deviations
- Gap between “work as planned” and “work as done”
- Risk not identified or managed.

- Why do they happen?
- Real work context:
  - Limited resources
  - Multiple pressures
  - Competing goals
- “Satisficing”
  - Subconscious decision-making strategy (heuristic)
  - Search alternatives until an acceptability threshold is met.

# What are the consequences?



- Satisficing is a practical necessity
- The gap will always exist
- How do we manage it?
  - Acknowledge it
  - Monitor it
  - Revise out-dated procedures
  - Use frontline risk assessment tools when deviations are perceived as necessary.

- Human performance materials for HSRs
  - Peter Burston, Woodside
- Case study
  - Dave Chaplin & Nick Webster, NOPSEMA
- Safety critical task analysis
  - Nicole Gray, The Keil Centre
- Evolution of emergency medical response
  - Darren Nelson & Geraldine Atkins, Careflight.



# Questions?