

Case Study

Passport Training



Client Background

Shell is well known as one of the major national suppliers of petroleum products. Shell has a proud record of presenting a global brand and an extremely high level of compliance with health, security, safety and environmental (HSSE) standards. Shell supplies their fuel and convenience products through a vast network of retail and commercial sites across South Africa, with many assets in constant daily operation. Shell has over 400 retail sites nationally that are maintained by Pragma through the Facilities Maintenance Centre (FMC).



“Shell has approved the Pragma Passport training system”
Pragma HSSE Manager

“Registration and payment is easy”
Durbell Engineering

Pragma Intervention

- The Pragma Academy was appointed and designed a passport training system that is specific to Shell. The training is offered on an online learning management system.
- All Shell L2 and L3 contractor partners must attend the training through the Pragma Academy.
- The training consists of an introduction to the retail site work environment, hazards workers could be faced with and steps to take to reduce or mitigate the risk in order to work safely on Shell retail sites.
- The four modules in the course are:
 1. Understanding your role in safety
 2. Working safety on Shell sites
 3. Shell PTW and safety
 4. Promoting safety
- A Pragma Passport card is issued to each person to carry with them to and on site. Each passport has the individual's name, ID number, photograph, company they work for and issue and expiry date. A Pragma Passport is valid for two years from the issue date.

Key Challenges

- Passport training is a prerequisite for working on their sites.
- Frontline staff need to know what is expected of them from a HSSE perspective.
- Contractors need the knowledge to comply with all HSSE policies and procedures and the confidence to proactively intervene in any unsafe acts or conditions on site.
- Contractors need to be able to identify themselves when they arrive on site.
- Retailers must know what work is being done on their site and sign off every day.

Value Add

- Training is available via an e-learning platform, so learners can complete the training at their own pace at any time.
- Participants must complete a quiz, with an agreed pass rate, to receive the passport.
- The training is visual as English might not be the participants' first language.
- The training provides a base for requirements for working on site as frontline staff might not attend permit-to-work (PTW) training.
- Learners can revisit modules to refresh content.
- Participants will learn and understand the following topics:
 - How to work safely on Shell sites and how to achieve a 100% safety record
 - Shell 12 Life-Saving Rules that must be adhered to under all circumstances
 - Three Golden Rules: Comply, Intervene and Respect
 - PTW System: High-level introduction to the PTW process
 - Personal Protective Equipment (PPE) – what to wear to meet safety standards
 - Goal Zero to achieve zero incidents to people and the environment
 - How to set up a safe barricaded area to work in
 - Safety controls for common activities: work at heights, work in confined spaces, hot work and electrical work
 - Hazardous areas on site where there is a flammable, toxic or oxygen deficient atmosphere. Hazardous situations on site: fuel delivery and cash in transit
 - How to set up an emergency response plan.

Tools and Technology

- Eye-Q Learning Management System
- HSSE Competency
- Incident reporting
- Project Management
- Asset Care Centre Implementation