

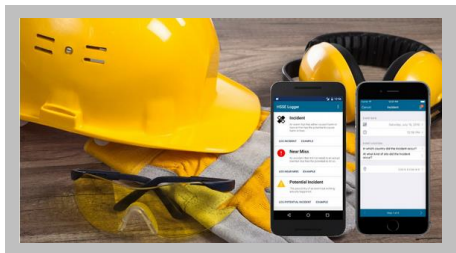
Case Study

HSSE Logger in Shell FMC



Client Background

Shell is well known as one of the five major national suppliers of petroleum products. Shell has a proud record of presenting a global brand and an extremely high level of compliance with safety and environmental 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 more than 400 retail sites nationally that are maintained by Pragma through the Facilities Management Centre (FMC).



“The HSSE logger is accessible for my team to use.”

“We now remember to look out for potential incidents on site as we can log them immediately – leading to an improved HSSE culture.”

“It is helpful to add a photo of the scenario or asset.”

L3 Contractor

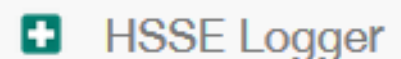
Key Challenges

- L3s and FMC staff are encouraged to report Potential Incidents (PI), Near Misses (NM) and Incidents that they identify at Shell sites. This is a KPI for staff, L3s and the FMC.
- The FMC HSSE team analyses the PIs and NMs and follows up if any remedial action is needed.
- PIs and NMs are currently logged via a computer browser.
- Contractors do not report all incidents with relevant details because they need to log them on a computer. In addition, logging of incidents is delayed as administrators usually log the incidents when technicians return from site or when they capture the job card.
- Vague or potential incidents can lead to incidents before staff are able to report back in the office. This poses a safety and/or environmental risk if potential incidents are not actioned early enough.



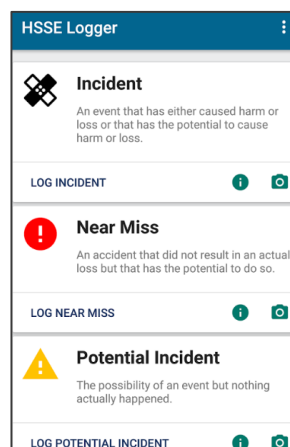
Value Add

- Users are guided through a role-configured reporting wizard to efficiently capture reports.
- The wizard enables staff to link a GPS coordinate to the PI/NM if it is asset related.
- Other valuable information captured for the scenario includes photos, life-saving rule contraventions, incident interventions and event categories.
- Photos provide a visual reference for PIs and link back to Pragma's software. This allows quicker reaction time on dangerous scenarios.
- Data is in a better format and little manipulation is needed for analysis and presentations.



Pragma Intervention

- The Pragma team wanted to create an easier system for reporting PIs and NMs and reduce time to close out actions.
- The HSSE Logger mobile application was developed to enable L2 and L3 staff members to report a PI or NM immediately (while on a Shell retail site) via their smartphones.
- This application has been available on Android and iOS since 1 August 2016.
- A website still exists, now under the HSSE Logger brand, to log reports via a computer (for staff without access to the app).
- A user instruction manual has been written and all users have been provided with activation/login details.



Tools and Technology

- Process flow analysis
- HSSE Logger App
- Focused Improvement
- Project Management
- Asset Care Plan Development



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Name and Surname	Position	Client Name	Date

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