**The Feedback Process for your Site/Subsidiary**

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| **Objectives:**  At the end of the sequence, participants:   * Will understand the link between the HSE feedback and the measures to be put in place on-site * Will have observed, on-site, the inclusion of the measures resulting from site/subsidiary feedback. |

**This sequence is to be built locally. To this end, 2 options are available to you:**

* **either a local (or division) training exists and meets these objectives. In this case, it can be used instead of this module.**
* **if this is not the case, you must build your own training session by following the suggestions below.**

**This document contains content suggestions and educational activities to achieve the goals of this module.**

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| **Key elements** | **Support/activities** |
| Feedback is one of the Group's major processes (reminders) | Locate feedback within the Group's policy |
| The feedback is a consolidated analysis document that leads to the definition of measures to be put in place to prevent the event from reoccurring. | Presentation of DIR\_GR\_SEC\_017 |
| The distribution of feedback, the introduction of measures and their upkeep is paramount to contribute to continuous improvement in safety. |
| The site/subsidiary's feedback procedure is the XXXXXX reference procedure | Awareness of the site/subsidiary's feedback procedure. |
| Everyone contributes to it, taking into account the measures defined during past feedback, ensuring that the other employees are informed and participating in the event analysis (if necessary). | Awareness of site/subsidiary feedback |
| State them or show the feedback |  |

**Estimated duration:**

1 hour 30 minutes in the classroom, one half-day on-site, plus 30 minutes debriefing.

**Teaching method recommendations:**

Presentation of site/subsidiary feedback in the classroom + field exercise (one half-day spread out over one or two weeks) + debriefing.

The classroom part of this module as well as the debriefing can be combined with TCAS 4.2.

1. **Pre-requisite modules for the sequence**

* Full TCG
* TCAS 1
* TCAS 2
* TCAS 3

1. **Preparing the sequence**

Before beginning the module, we recommend you:

* select feedback to be used during this module.
* choose an incident report, a serious anomaly (deteriorated situation) or an HIPO which led to the implementation of a set of compensatory or corrective measures.
* print a selection of feedback for each participant.
* print a site/subsidiary feedback procedure for each participant.
* plan to present DIR GR SEC 017 (the objectives on a slide are enough).

During this module, participants will be asked to go on-site to get a concrete idea of the effectiveness of these measures. It is important that the measures defined are easily identifiable by the participants on-site (all staff are aware of the development, major change in the ways of proceeding, new equipment, etc.).

1. **About the field part and report expected**

What participants must check with regards to measures (compensatory or corrective), is limited to:

* Are they present, as defined?
* Are the employees who work in the relevant facilities and nearby aware of the feedback and the resulting changes?

For those with a more technical profile and who will then work on-site, a module from course 3 looks more in depth at the idea of the effectiveness of measures and their adequacy with the conditions to date.

This is not the purpose of this module.

1. **Suggestion for sequence roll-out**

Instructions legend for the trainer:

* Comments for the trainer
* Key content elements
* **Type of activity**
* *“Question to ask”/statement of instructions*

| **Phase/Timing** | **Trainer** | **Module content suggestion** |
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| 1. Introduction and objectives  5 minutes | Welcome participants and present the objectives of this module. | Objectives overview slide:   * To understand the link between the HSE feedback and the measures to be put in place on-site * To observe, on-site, the inclusion of the measures resulting from site/subsidiary feedback. |
| 2. Group feedback reminder and site procedure presentation. Introduction  15 minutes -> 20 minutes | **Question the participants:**  *“Who can remind us of Total's feedback principle? And its interest?*  *What kinds of events are we talking about when we talk about HSE feedback?"*  **Group Directive presentation**  Then in summary, remind participants what feedback is called within the Group and its importance.  (Answer on the following points:  - the Group's strength is to capture all the experience gained.  - feedback is part of the continuous improvement and allows us to progress and modify our practices and regulations (of the technical standards),  - feedback and audits allow this continuous improvement.) | Briefly present the key points of the Group Directive as a reminder (DIR GR SEC 017).  Slide on the Deming cycle when continuous improvement is raised |
| 3. Site/subsidiary feedback: procedure and examples  35 minutes -> 55 minutes | **Presentation of the site/subsidiary's policy**  *The site translated this policy through the XXXXX procedure, which we will explore together.*  Distribute the site/subsidiary procedure to the participants.  Leave them 10 minutes to read it.  Comment on the key points and answer participants' questions.  Illustrate with feedback examples from the site/subsidiary. | Read the site/subsidiary's feedback procedure. |
| 4. Site visit for the measures put in place following feedback  30 minutes - > 1 hour 30 minutes | **Field testing**  Distribute the site/subsidiary feedback selected and present it to the participants.  Read it with them.  Ask participants to recap it one by one in order to ensure that they have understood it correctly.  Organize the visits and present the approach: with these 2 or 3 pieces of feedback to hand, everyone will have to go on-site to:   * Check that the measures defined are in place. * Talk to the people affected by the feedback. * Understand potential deviations.   Plan a date to carry out a debriefing at least a week after the launch of the on-site exercise. | Site visit and discussions with existing employees |
| 5. Debriefing  30 minutes | **Debriefing**  On the scheduled date, organize a debriefing on the feedback studied.  Ask everyone:   * For a quick description of the relevant feedback * For the aspects that were checked and the observations made * What they noted as important and what they plan to apply in their day-to-day work. |  |