**Contractor relationships - Exemplary conduct**

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| **Reminders of this module's objectives:**  At the end of the module, participants:   * Will know the motivations and interests of the contractors, which are not always the same as Total's (specific HSE culture, contractual context, work in companies other than Total). * Will be able to explain to the contractors what Total's motivations and interests are in terms of H3SE. * Will know the main springboards to make contractors adhere to Total's H3SE culture. * Will understand that contractors form an integral part of the work team, and that they can also bring interesting/practical ideas. |

This document is the trainer guide. You can follow it because it contains all of the elements that will enable you to lead such a module, namely the instructions for exercises, accompanying Powerpoint references and/or various resources such as films, e-learning, etc., the questions to ask participants, the exercises to be completed if necessary.

**Estimated duration: 01:30**

**Teaching methods:** In-class presentation.

**Prerequisites:** Module to plan after introducing the charter (TCG 1.5) and MAESTRO (TCG 3.1) modules.

**Important points for preparing the sequence:**

Collect the statistics, on a Group level, of Total's and the contractors' HSE hours and performances.

**Welcome the participants:**

Welcome.

Before beginning, let's look together at the objectives of this module and how it is rolled out.

# **Show slide 2.**

The objectives of this module are for you:

## To know the motivations and interests of the contractors, which are not always the same as Total's (specific HSE culture, contractual context, work in companies other than Total).

## To be able to explain to the contractors what Total's motivations and interests are in terms of safety.

## To know the main springboards to make contractors adhere.

## To understand that contractors form an integral part of the work team, and that they can also bring interesting/practical ideas.

# **Ensure that the contents are clear to everyone.**

**Answer any potential questions.**

**5 minutes** **00:05**

**Sequence 1:**

***The aim of the sequence:*** *participants should understand that Total outsources to contracted companies, which are responsible for activities that are not part of Total's “core business”.*

Total, like all international companies, uses its own employees (everyone in this room) as well as those belonging to other companies, who work for Total on different sites.

Do you know any Total contractors and what their work entails?"

# **Direct this question to everyone.**

# **Note participants' answers on the board.**

# **Show slide 3 to sum up.**

# **Present the proportion of hours worked by contractors compared to Total staff.**

**10 minutes** **00:15**

**Sequence 2:**

***The aim of the sequence:*** *participants should understand the motivational differences between Total and contractors.*

Let us take an example: imagine an important site, the construction of a school, for example. Emile is the site coordinator and must ensure that, besides the progress of construction, the site remains safe and accident-free.

There are a number of contractors involved in this site (large construction companies, local craftsmen for particular jobs, etc.) who were all selected following an invitation to tender.

Using this situation, let's take a few minutes to imagine Emile's safety concerns, from individual craftsmen to the large construction company.

You can work alone or in pairs on the HSE concerns for each of them. The aim is to list three per operator and to identify any potential differences.

**Show slide 4.**

**Set up the groups and leave 5 minutes for participants to prepare their lists.**

**One group presents their list and differences identified to one of the other groups. Add to the list and the differences by discussing with the other groups.**

# **Show slide 5 and sum up.**

What are the HSE challenges of the contractual relationship for Total?

The contractors represent an important part of the teams. One of Total's main motivations is to ensure their safety in particular.

**Show slide 6.**

What have you found that the contractors and Total have in common? And what helps them learn more about each other's concerns?

**Let participants discuss, primarily about the performance and the safety of people and operations.**

**Show slide 7 to sum up.**

**15 minutes** **00:30**

To further establish Total's willingness to commit to contractors, two aspects were put in place:

1. Formalized regulations, from the occupation to Branch regulations

**Present slide 8 and comment on it quickly.**

1. The Total Group's HSE performances include contractor performance. O&G is one of only industries which follows this practice.

# **Show slide 9.**

What do you think the risks are to H3SE performances if the contractors fall short of Total's standards?

**Question directed at everyone; let participants discuss.**

**The aim is to help them conclude that in the event of an incident related to a contractor's activity, the consequences are the same as if it were somebody from Total.**

**Show slide 10 to sum up.**

**20 minutes** **00:50**

**Sequence 3:**

***The aim of the sequence:*** *participants should understand that everyone is responsible for helping contractors adhere to Total's HSE expectations and possible measures.*

You understand that Total and its contractors are interlinked for safety purposes. Total, as the contracting party, must put the necessary conditions in place to ensure good working relationships (and to ensure that the contractors work according to Total's standards).

Who can play a part at Total to ensure that these contractors adhere to HSE regulations? What would this role be?

**Ask participants to discuss.**

**Present slide 11 to summarize everyone's role.**

**Emphasize point 2: the importance of collecting suggestions because, in general, they are practical and accurate, as contractors are working in the field.**

**If you have time, you can present the feedback from best practices available in this kit.**

In your opinion, what might cause contractors to misunderstand, to fail to follow and, finally, to not adhere to Total's HSE policies?

**On the board, list the difficulties highlighted by participants.**

**Then take time to find some solutions.**

**Finally, ensure that “being exemplary in terms of HSE” is always quoted.**

**20 minutes** **01:10**

What about you?

Which points would you raise to sum up?

What measures do you hope to introduce individually to facilitate contractor adherence to regulations?

**Show slide 12.**

**Let participants reflect individually for 5 minutes.**

**Organize a round table discussion**

**20 minutes** **01:30**

Do you have any other questions about this module?

**Answer any questions**

**Thank the participants**