**Managing the Contractors (Rights and Duties) (in the PTW Process) – Use of the Stop Card by Contractors.**

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| **Objectives:**  At the end of the module, participants:   * Will understand that the relationship binding TOTAL and the service provider is a contractual relationship, particularly where the Work Permit is concerned. * Will know what to legitimately expect from a contractor in terms of HSE and what is to be avoided. * Will know the regulations governing the reporting and follow-up of HSE by service providers. * Will know their role and their obligation to intervene should danger be suspected. * Will understand that the use of the Stop Card also extends to contractors without fear of penalties. |

**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** |
| Generally-speaking, a framework/service contract describes the contractual relationships between Total and the contractor. This contract defines the services expected, the legal arrangements and the HSE performances expected of the contractor. |  |
| In addition to this contract, the PTW can be considered to be a contract between the contractor and Total for an operation. The 2 parties are committed. |  |
| For this PTW, Total is entitled/has the right to expect HSE from the contractor, and, on work to be completed:   * Adherence to the precautions identified in the PTW * Adherence to regulations and procedures * The use of suitable PPE * Tidying of the work place at the end of the shift or on completion of work. * To stop work in the event of a high-risk situation   And of course, for the team or the Total representative to be informed in the event of a fault, deviation, etc. |  |
| Limits: to intervene, yes, but to give a work order to a contractor under a service contract is not permitted by French law. |  |
| The contractors are our equals and are a source of progress through their know-how and experience. It is important to listen to their opinions. |  |
| Use of the Stop Card by the contractors is strongly encouraged by the Group. It should/can be used by the contractor if a member of Total's staff does not comply with the HSE rules, with a guarantee the penalties will not be considered. |  |
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**Estimated duration:**

1 hour 45 minutes

**Teaching method recommendations:**

In the classroom with intervention by a contractor, who represents the contract with a large company (with experience of the site).

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

* TCT 3.1
* TCG 5.4 (Stop Card)

1. **Preparing the sequence**

Before beginning this module, we recommend you ensure:

* That the intervening contractor will be present and understands what is expected of them.

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 module objectives.**  The aim is for you to understand that the relationships with the contractors are contractual, i.e. these activities are defined in a contract. However, we will not broach the legal aspect nor the details of these contracts.  You must also be aware that if a contractor "gives" you a STOP card, there will be no consequences for them in the future.  **Introduce** the current contractor (first and last name, role, experience, company and their activity) and explain their role in presenting the contractors' view. | Example of an objectives overview slide:  At the end of the sequence:   * You will understand that the relationship binding TOTAL and the service provider is a contractual relationship, particularly where the Work Permit is concerned. * You will know what to legitimately expect from a contractor in terms of HSE and what is to be avoided. * You will know the regulations governing the reporting and follow-up of HSE by service providers. * You will know their role and their obligation to intervene should danger be suspected. * You will understand that the use of the Stop Card also extends to contractors without fear of penalties. |
| 2. Contractual documents to work on-site and the contractual relationship  1 hour -> 1 hour 05 minutes | The aim of this sequence is to understand how Total and the contractors are contractually linked in HSE and the implications on-site.  To do this:  - **Start** by asking the participants: *"To perform an operation (e.g. changing a valve) on an installation, what are the different contracts that contractors must have?"*  Let them answer then summarize: a contract + the Work Permit.  - Then **ask** the contractor (3 minutes): *“What are the selection criteria for submitting an invitation to tender in your field? What types of HSE arrangements are there in the contract? In terms of HSE, what does Total expect from the contractor? And what does the contractor expect from Total in terms of HSE*?"  **Note** the key points one by one on the board.  **Let** the participants ask questions if needed.  Present a slide to sum up.  - Ask participants: *“What is the relationship between the contract and the Work Permit in terms of HSE?”*  **Let** them answer then **ask** the contractor the same question.  **Summarize** the common points and present the slide:    - **Organize** a quiz on the questions, such as:   * Do the contracted staff have the same HSE rights and duties as the Total staff? Yes/No * Can Total staff give a work order to a contractor? Yes/No   **Note** participants' answers on the board. Participants should then ask each other to justify their answers.  **Provide the answer or have the contractor give it.**  **- Slide on the limits of the contractual relationship.**  **- Ask the contractor** how this happens in practice on a daily basis (3 minutes).  **Let** the participants ask questions. | Overview slide: a contract which encompasses the links between the company and the contractor + the Work Permit.  Overview slide.  Slide with messages, such as  The Work Permit = Contract with requirements:  For this Work Permit, Total is entitled/has the right to expect HSE from the contractor, and, on work to be completed:   * Adherence to the precautions identified in the PTW * Adherence to regulations and procedures * The use of suitable PPE * Tidying of the work place at the end of the shift or on completion of work. * To stop work in the event of a high-risk situation   And of course, for the team or the representative to be informed in the event of a fault, deviation, etc.  Slide with messages, such as: Total staff can intervene in the event of hazard. On the other hand, in a normal situation, it is important to avoid giving an order to a contractor. This is connected to improper subcontracting offenses under French law. That is to say, French law prohibits considering (in the sense of a work colleague) a contractor as a staff member |
| 3. Contractors are a source of knowledge  10 minutes - > 1 hour 15 minutes | The aim of this sequence is for participants to understand that contractors are a source of knowledge and that it is important to consult them on certain technical questions on which they are experts.  To do this, **ask** the contractor to answer the following questions:   * Explain the company's activity * State the number of hours that their company spends on-site… * Present the expertise/know-how that they bring   **Summarize**: "The contractors are a source of progress through their know-how and experience. It is important to listen to their opinions." | Slides with the questions.  Overview slide |
| 4. No negative consequences for the contractor if they use a Stop Card  20 minutes - > 1 hour 35 minutes | The aim of this sequence is for participants to understand that, if a contractor “gives” them a Stop Card, it is, on the one hand, because it was asked of them, and on the other hand, to improve safety. The Stop Card will not lead to any future consequences for the contractor.  To do this:  - **Present** following actual situations:  1. If we go back to the example of renovating your home... The tradesman who is working with Henri advises him to secure himself as Henri climbs the ladder to unblock the gutters (as he has always done).  What do you think Henri's reaction will be? How do you think he will welcome the remark? Which kind of consequences could that involve?  **Let** participants answer  2. While on-site, Jean, the site manager, is carrying out a Safety Tour without the appropriate PPE. Michel, the new teammate from the gardening company, is concerned and comes over to discuss his lack of PPE. How do you think that Jean will welcome the remark? Do you think that he will hold it against him?  **Let** participants answer  3. Francois, exasperated by the noise of a neon light, climbs on his chair (which has wheels) to remove it. Janine, from a contracted company, who has come to work with him, stops him immediately and is about to politely outline to him the risks associated with the situation. How do you think he will welcome the remark? Do you think that he will hold it against her?  **Let** participants answer  - Then at the end, **ask** the participants to imagine themselves in these situations and to honestly say how they would react and if that would lead to consequences. Make it clear that the contractor has intervened appropriately.  - **Ask** the contractor to give their opinion then to recount some of their experiences using a Stop Card on a Total employee.  - Finally, **summarize**: "The Stop Card's terms of use are the same for anyone present on the site, from the Site/Subsidiary Manager to contracted maintenance personnel, with a guarantee that there will be no penalties." | Overview slide: "The Stop Card's terms of use are the same for anyone present on the site, from the Site/Subsidiary Manager to contracted maintenance personnel, with a guarantee that there will be no penalties." |
| 5. Conclusion and summary  15 minutes - > 1 hour 50 minutes | The aim of this sequence is for participants to clarify the points they have retained from this module and that they have linked with their day-to-day life.  **Ask** the participants to answer the following 3 questions:   * Have you already worked with a contractor? * What did you introduce in terms of HSE? * What difficulties does that pose?   **Start** a round table discussion.  As trainer: when difficulties arise, ask the participant what they have put in place. If they do not have solutions, help them (along with the other participants) to find some.  Finally, **summarize** the following 3 key points:  **Thank** the participants and the contractor. | Overview slide: The Work Permit is a contract, and as such Total requires HSE performances to be carried out during work. The Stop Card must be used by all without fear of consequence. |