Canadian Safety Achievement Awards

William Warchow Safety Leadership & Innovation Submission

**Worley Industrial Services Submission for COVID-19 Safety at Suncor Fort McMurray**

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March 22, 2021

The global COVID-19 pandemic has been one of the most significant health and safety challenges Worley has faced since its inception. Working closely with our customers and labour providers has been essential to protecting both our employees’ lives and their livelihoods. The tripartite cooperation and aggressive approach to mitigation has resulted in very few Worley employees testing positive for COVID and a 100% recovery rate. In addition, there have been no significant outbreaks associated with Worley employees at Suncor. The multi-level approach to COVID mitigation is outlined below.

**Physical Distancing**

The first and most important effort to reduce the spread of COVID on site is the implementation of physical distancing requirements. These requirements go far beyond a simple 2-meter rule. Busses are modified to increase space among people, bussing loading unloading sequences are established, and recording seating position and route are disciplined practices. Rules are in place for distancing in meeting rooms and trucks. Lunchrooms are equipped with barriers and markings to increase distancing. The onboarding process have moved almost entirely online – minimizing the need to keep people inside a room together for extended periods. There is even a clever Fort-McMurray-focused training slide that featured the requirement to stay “one moose length” away from other people on site.

**PPE Specifications**

Sometimes physical distancing cannot be maintained. In these cases, using the proper PPE is critical. The Worley Team at Suncor uses an extensive list of PPE options including clear direction on which PPE is appropriate for various situations and each piece of PPE’s uses and limitations. This allows employees to understand the purpose of an N95 mask as contrasted with a cloth face covering or a standard respirator. This understanding ensures employees select the most appropriate PPE given the situation.

**Safe Site Entry**

Ensuring COVID stays off site has been a challenge across industry. Worley and Suncor have worked together to constantly evolve and adapt to stop COVID at the gates. The site has utilized temperature screening with various technologies, health questionnaires, and, most recently introduced rapid tests that detect the COVID protein. This continuous improvement in screening methods has played a significant role in minimizing positive cases.

**Signage**

Signs and markings have been utilized across site to help people do everything from recognize symptoms of COVID to maintain physical distance when standing at the permit desk. Suncor and Worley have aligned efforts to minimize signage overload by placing minimal signage in strategic locations with the most critical messages.

**Superintendent Follow Up Sheets and Handbooks**

Superintendents have plenty on their minds – even without dealing with COVID. When an employee has symptoms, a positive test, or a confirmed close contact, it is important leadership asks the right questions in a timely fashion. Worley has built handbooks for all leadership that include directions to follow for virtually any COVID-related circumstance. These handbooks include all the necessary forms and paperwork to ensure the right questions are asked and all the information is captured. To date, the handbooks have resulted in consistent and effective management related to COVID.

**COVID-19 Orientation**

Even with well-prepared and highly competent leadership, it is important all employees know the rules and the processes for mitigating COVID on site. Worley at Suncor has a site-specific online orientation dedicated to COVID protocols. All employees must complete the orientation and associated knowledge check specific to COVID. This orientation is complemented by a written COVID document to keep the information readily available.

**Personal Illness Flowchart for Home/Camp/Work**

There is a plethora of ways in which COVID-19 can affect us. Symptoms vary, and their onset can happen at home, in camp, or at the actual jobsite. For this reason, Worley and Suncor have worked together to create easy-to-read flowcharts for employees. In addition to the COVID Orientation, these flowcharts guide an employee step-by-step with instructions related to everything from close contact with a potential positive case to safe transport from site. Virtually any sequence of events that may lead to exposure have been thought through, documented, and assigned to a flowchart for employees’ understanding. This allows a rapid and predictable response for confirmed and potential exposures to COVID.

**Contact Tracing Log & Crew Management**

Even with the best preparedness, COVID has found its way to the site from time to time. Crew Management techniques have been used for the past year to ensure employees are associated with work cohorts on a long-term basis. Groups of people with potential for close contact are kept together to minimize the opportunity for COVID to spread beyond that group should it find its way to site. Further to this effort, Worley uses contact tracing logs that allow quick and easy tracking from a positive COVID case to all others who were potentially exposed. Also, Worley uses Suncor’s COVID-19-focused Field Level Risk Assessment to jump start conversations about potential exposure risks and mitigations specific to the pandemic.

**Worley Assurance System Positive Case Tracking**

When a case is positive, the person’s information is entered into the secure Worley Assurance System. This database limits access to only those who need the information for business reasons – thus protecting and respecting all employees’ privacy. At the same time, this allows Worley to follow up with sites and individuals needing our support as they manage through COVID. It also gives the organization a clear picture of where to focus energy and resources by providing information on where and when COVID has had the highest impact on our employees.

**COVID Rapid Testing**

The latest development in COVID protocol at Suncor is the introduction of rapid testing. This approach, recently implemented, allows Suncor to identify the COVID protein (which is a sign of a potential positive case) and report to Worley. The regular COVID test involves a deep swab; whereas, the rapid test used on site is significantly less invasive.

**Results**

Ultimately, Worley’s response to COVID – in cooperation with our labour providers and with the help of Suncor has resulted in fewer than 9 Worley employees at the Suncor site testing positive for COVID. There has only once been 3 Worley employees off due to COVID at the same time (all unrelated cases) – outbreaks have been managed with 100% effectiveness. It is our hope that these results in combination with our significant and rapid efforts to protect our people may lead to recognition for the William Warchow Safety Leadership & Innovation Award from the Canadian Safety Achievement Awards.