SAFETY CULTURE IN THE PIPELINE INDUSTRY

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ACHIEVING OPERATIONAL EXCELLENCE

Management system

Leadership

Safety Culture
SAFETY CULTURE HISTORY
WHAT DO WE MEAN BY SAFETY CULTURE?

The shared values, attitudes and behavior that determine the effectiveness of safety management.
CULTURAL DEFENSES

Source: Canada Energy Regulator
DO YOU HAVE A ROLE IN SAFETY?
HOW IS YOUR SAFETY CULTURE?
ASSOCIATION-LED INITIATIVES

CEPA
• 2015 Safety Culture Perception Survey
  o Development of Safety Culture Maturity Model and Guidance Document
  o Pipeline Incident Forum (2017 & 2019)
• 2019 CEPA/INGAA Safety Culture Perception Survey

INGAA
• 2013 Safety Culture Perception Survey
• 2016 Safety Culture Perception Survey
• 2013 – 2017 Safety Culture Workshops
• 2019 Safety Culture Perception Survey
2019 CEPA/INGAA PERCEPTION SURVEY RESULTS
May 1 to June 9, 2019

41,000 + employees

76% response rate

3 countries
<table>
<thead>
<tr>
<th>QUESTION</th>
<th>INGAA 2013 % FAV</th>
<th>INGAA 2016 % FAV</th>
<th>INGAA 2019 % FAV</th>
<th>% CHANGE 2016 - 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>In my workgroup...</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>We do not take safety shortcuts to get a job done on time.</td>
<td>80%</td>
<td>75%</td>
<td>91%</td>
<td>+16</td>
</tr>
<tr>
<td>We do not depart from safety requirements for the sake of production.</td>
<td>78%</td>
<td>74%</td>
<td>91%</td>
<td>+17</td>
</tr>
<tr>
<td>We prioritize safety even when it's less efficient to do so.</td>
<td>72%</td>
<td>68%</td>
<td>91%</td>
<td>+23</td>
</tr>
</tbody>
</table>
KEY TAKEAWAYS

1 Building a culture is a JOURNEY

2 We ALL have a role in safety
THANK YOU