

Shell Australia responses to WA Parliament’s Education and Health Standing Committee FIFO Inquiry

#	Question	Comments
1	<p>1. The Committee is aware that a range of services provided for resource operations, either during construction or at an operational project, are provided by contractors. The Committee has not yet engaged with contractors, but intends to do so during this second phase of the inquiry. To that end, it would be appreciated if the following information could be provided for each of the 10 largest contractors (in terms of employees or subcontractors employed on a FIFO basis for your company’s projects):</p> <p>a. The name of the company;</p> <p>b. The nature of the services being provided by the company;</p> <p>c. The number of employees directly employed by the company working FIFO on your company’s project(s); and</p> <p>d. The number of sub-contractors indirectly employed by the company</p>	<p>Shell does not currently operate production facilities in Australia. From time to time we undertake exploration activities that involve contracted vessels or drilling rigs. We have no exploration activities underway at present. We do have a major development activity underway offshore Western Australia with the drilling of the production wells for the Prelude FLNG project, which is expected to go into production in a few years’ time</p> <p>a) The main contractor for the drilling of the Prelude development wells is Noble Corporation. Logistics support is provided by Farstad shipping (marine) and CHC Helicopters (aviation).</p> <p>b) Noble provides a drilling rig (the Noble Clyde Boudreaux) and services required to operate the rig and complete the Prelude drilling program. Farstad Shipping is the second major contractor, providing support vessels that provide emergency response and transport cargo from the Port of Broome to the drilling rig. CHC Helicopters provides rotary wing services primarily from the Broome Airport, including the transport of people to and from offshore facilities, and a search and rescue service. Schlumberger, Weatherford and Halliburton provide drilling and engineering services on the Noble Clyde Boudreaux.</p> <p>c) Noble has 52 employees working FIFO on this project, and Farstad employs 56. CHC Helicopters employs up to 110 people in Broome on a FIFO roster. Schlumberger, Halliburton and Weatherford roster up to 50 people, depending on demand for their activities.</p> <p>d) Noble employs 132 additional people through sub-contractors on a FIFO basis.</p> <p>Contact details:</p> <p>Noble Contracting II GmbH (Branch Office): Durack Centre, Suite 2, Level 3 263 Adelaide Terrace Perth, WA 6000 Australia (08) 6467 5870</p>

	<p>working FIFO on your company's project(s).</p>	<p>Farstad Shipping: PO Box 3169 East Perth, WA, 6892 Australia (08) 9421 9300</p> <p>CHC Helicopters Australia 2585 Great Northern Highway, Bullsbrook WA 6084 (08) 9571 2100</p> <p>Schlumberger 256 St Georges Terrace, Perth WA 6000 (08) 9420 4800</p> <p>Halliburton Level 6, 12-14 The Esplanade, Perth WA 6000 (08) 6424 4600</p> <p>Weatherford 190 St Georges Terrace, Perth WA 6000 (08) 9212 4600</p>
<p>2</p>	<p>If they have not been included in the answer to question (1) above, the names and contact details of the companies which provide hospitality services at the accommodation camps at your resource sites.</p>	<p>Not applicable to our operations</p>
<p>3</p>	<p>The number of unscheduled</p>	<p>We had one instance of a medical evacuation from our operations in the Browse Basin in the period.</p>

	<p>departures from at least one of your resource sites for the three month period August to October 2014 (i.e. where a worker is transported home from site prior to the official end of the worker's swing), and the reasons recorded for that early departure.</p>	<p>This was due to a non-work related heart condition.</p> <p>Two people left a contracted drilling rig due to positive results from drug and alcohol testing.</p>
<p>4</p>	<p>The policies in place in your company to guide the process for carrying out a 'mental health evacuation' for a worker, including:</p> <ul style="list-style-type: none"> a) Policies for accompanied travel (i.e. travel under the supervision of a qualified health care provider, or under any supervision); b) The role of 'point of hire' in determining where accompanied travel ceases; and c) The notification of next of kin. 	<p>Shell is currently introducing a training program for staff which will give them the skills to identify possible mental health issues in their colleagues, including the potential for suicide; and which will also provide them with skills to intervene if they identify such a situation.</p> <p>a) In preparation for the operations phase of the Prelude FLNG project, Shell is currently developing a formal policy and procedure that would cover the many situations during which a worker may need to leave an off-shore facility and during which there may be associated psychological ill-health.</p> <p>Although processes are in place for a mental health evacuation in settings where an individual is identified or self-reports significant psychological symptoms or illness (see below), a formal policy and procedure is being developed to help evaluate what supports and controls must be in place when workers need to leave an offshore facility for primarily non-medical reasons (e.g. family crisis, ill-health of family member, disciplinary reasons) during which there may be significant actual or potential acute psychological distress.</p> <p>When a worker is identified as suffering from a mental illness that requires further medical assessment or support and/or which requires the worker to leave an offshore facility, our emergency response plans allow for the off-shore medic to liaise with an on-shore health provider to discuss the case and if necessary coordinate a mental health evacuation.</p> <p>Shell is a member of the WA Aero-Medical Evacuation Service (WARAMÉ). This contract with Aspen (Health Provider) and CAC (Fixed Wing Aircraft Provider) allows for the provision of aeromedical evacuation services, including for mental health evacuations. When a worker is identified as requiring medical evacuation, the off-shore medic contacts WARAMÉ and the</p>

		<p>medical team there considers:</p> <ul style="list-style-type: none">▪ What treatment is required?▪ Whether an escort is required for the medical evacuation?▪ Where the worker needs to be evacuated to? <p>Furthermore, the WARAME team organises:</p> <ul style="list-style-type: none">▪ Transport (including fixed wing and road) for the worker▪ A medical escort if deemed necessary▪ Admission into a hospital or an appointment with an appropriate health professional on-shore <p>Medical evacuations (including mental health evacuations) from off-shore facilities to onshore locations to link up with the services provided by WARAME described above, are performed for Shell by CHC (rotary aircraft provider) and Medical Rescue (Health Professional Provider). All these flights include a Tier 2 health professional (i.e. paramedic, nurse or doctor) in attendance, as well as remote health support from Aspen (through WARAME) or Medical Rescue Physicians.</p> <p>For medical evacuations, there is accompanied travel from off-shore to on-shore (typically Broome). When the medical condition is such that services locally on-shore (i.e. In Broome) are not available or appropriate for the worker, then through WARAME, the worker can be transported to hospital or a medical provider in a major city (typically Perth or Darwin). The physicians from WARAME would determine whether this section of the medivac needs to include a medical escort or not; if it does, then a medical escort is always made available.</p> <p>b) If a worker normally resides outside Perth or Darwin, then transport home to these cities would only be arranged after the worker has had the required assessment and treatment by a health professional and this health professional has deemed it safe and appropriate for the worker to travel home.</p> <p>c) When there is a medical evacuation of a Shell employee the human resources function in Shell is notified. If the evacuee is a Shell employee, the Shell HR manager on call would be tasked with notifying the next of kin. If the worker is employed by a contractor, the contractor will be</p>
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		supported by Shell as they take the lead in contacting next of kin.
5	Your return to work policies for a worker who has had time away from work due to a mental health issue.	<p>In order to support workers to return to work after time away from work due to a mental health issue, Shell has a number of policies and procedures including –</p> <ul style="list-style-type: none"> ▪ Occupational Rehabilitation Policy – Guidance Notes and Procedures for Return to Work ▪ Shell Australia – Medical Assessment for Fitness to Work Standard <p>Shell has an ‘Occupational Rehabilitation Policy – Guidance Notes and Procedures for Return to Work’, to support workers with illness and injury to return to work. These procedures (see attachment) cover both work and non-work related injuries and illness; whether physical or psychological in nature. The policy makes provision for graduated return to work, workplace restrictions and modifications, and alternative employment while recovering from an injury or illness, thus allowing compliance also with the ‘Shell Australia – Medical Assessment for Fitness to Work Standard’ that include requirements for workers off-shore or in remote locations.</p> <p>To ensure preparedness for the operational phase of Prelude, during 2015 Shell will review and update the Shell Australia RTW Policy and Procedures to capture issues relevant to having a FIFO workforce. Furthermore, the Prelude Medical Emergency Response Plan will be finalised (i.e. this detailing the requirements for types and number of health professionals off-shore on our facilities, medical equipment, telemedicine, topside support services, worker responsibilities with regards to notification of the off-shore medic of current illnesses or treatments, etc) as will a Health and Wellness Strategy for FIFO workers; these further contributing to the support Shell provides to all workers including those with mental health issues.</p>
6	The attrition rate of employees who resign from FIFO employment with your company within the first 6 months of employment, and the reasons given for resignation	Shell Australia currently has just 8 positions working FIFO on a development project. None of these people has resigned in this timeframe.
7	Your company’s policies for FIFO workers to access compassionate leave, and the	In the event that a FIFO would need compassionate leave, the individual would be flown back to shore and provided with two days compassionate leave. Further compassionate leave can be allocated after consultation with the individual’s line manager and in consideration of the individual’s

	grounds on which compassionate leave can be accessed.	<p>circumstances.</p> <p>Employees are entitled to compassionate leave if a member of their immediate family:</p> <ul style="list-style-type: none"> • Contracts or develops an illness; • Sustains an injury that is a threat to his or her life • In the event of a death of a member of the employee's immediate family.
8	The number of suicides and attempted suicides that have occurred on your resource sites in Western Australia (both the mine site and the accommodation facility) in the financial years 2011-12, 2012-13, 2013-14 and the current 2014-15 year.	Zero
9	Your company's post-vention policies following suicides on site, including provision of counselling to workmates and contact with the deceased family.	Shell has an Employee Assistance Program, which is available for all employees on a 24-7 and cost-free basis. Shell also provides counselling and other support for families of its staff when needed, including in the event of the death of an employee. This EAP service includes provision of Critical Incident Debriefing.