

# AGR Petroleum Services creates and implements a regulatory awareness programme for a major international oil company.



## CHALLENGE

AGR Petroleum Services was engaged by a major international oil company to do a GAP analysis of the company's compliance with central regulatory requirements. While the review resulted in the observation of only a few non-compliances, there was also a general observation that the personnel had difficulties in demonstrating compliance.

Ralph (Department Manager, HSE&Q Services, AGR Petroleum Services) explained that over time, companies' awareness of compliance with regulatory issues tends to drift from naturally unconsciously doing well to unconsciously doing badly, i.e. over time the awareness of regulations may fade. Failure or difficulties in demonstrating compliance is therefore a signal that the personnel do not know whether they are complying or not, and a new awareness of compliance with requirements may then be needed. The offshore oil and gas industry is by its nature a hazardous business. The regulations, management systems and operational practice exist to control risk and to deal with hazardous situations. If unawareness of compliance results in substandard practice and becomes the cause of a serious accident, it is a tragedy for all the personnel involved – as well as being detrimental to the business results and reputation.

### Complicating Factors

- The client could not demonstrate that it was complying.
- No formal programme was in place, so over time employees' behaviour may have drifted into unconsciously "doing badly".

## SOLUTION

AGR Petroleum Services created and implemented a pilot workshop followed by a programme of multiple workshops specifically tailored to the client's personnel attending the workshops. More specifically, AGR Petroleum Services developed special case studies as instructive tools reflecting each group's daily work situation. The success of the pilot resulted in the client rolling out the programme throughout the company's activities in Norway in 2009 and asking AGR Petroleum Services to suggest a similar programme for the company's activities in UK in 2010.

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