



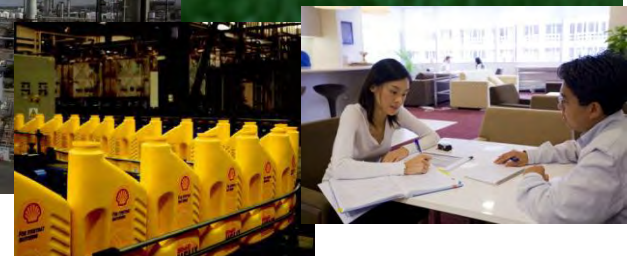
## Projects: Enhancing Health and Resilience

Dr Teri Lillington  
Manager, Shell Health,  
Oceania



# Shell Businesses

- Refineries
- Offshore structures
- Shipping
- Lubricants
- Bitumen
- Terminals
- Aircraft refuelling
- Retail
- Offices
- Sales and Technical team
- Business Travellers



# What Comprises Occupational Health?

- Occupational Health Scope:
  - Transactional Occupational Health
  - Enhanced Occupational Health
- Occupational Health Professionals
  - Occupational Physicians
  - Occupational Health Nurses
  - Industrial Hygienists
  - Human Factors Engineers
  - Toxicologists
  - Allied Health Professionals

# Transactional Occupational Health

- Transactional Occupational Health – “bread and butter” health management - value beyond compliance
  - Fitness to work
  - Medical Surveillance
  - Rehabilitation
  - Exposure Monitoring



# Then It Starts to Get Really Exciting.....

- Health Impact Assessment:
  - Enhance the positives / Reduce the negatives



# HFE- Proactive Management of Risk

- Human factors engineers look at the interface of the worker with their environment – be that equipment, workstations, information systems or the environment in which they work.
- Poor design of any of these can result in increased operating costs, health risk, higher maintenance costs and/or inefficiency in operation

# Health in Projects

- From concept to closure, health has a role to play
- HIA, HRA, MER, HFE, fatigue management, recruitment FTW, food safety, health and wellness, psychological well-being.



# Paint a picture in your mind

## Village



## Workers Camp



# Pearl Village: Building a Community



- 1,800 people support village
- Village Mayor and welfare team
- 200 „Aunts and Uncles“
- 2 psychologists
- Mandatory health screening

- 42,000 beds
- >300 recreational events organized monthly
- Training centre
- 24/7 Paramedic Medical emergency response

# Holistic Health Support



**24/7 Paramedic Level support saved Lives**



**Pearl Village mature – between 60-70 welfare activities weekly – handover of Pearl Village to RLC outstanding.**



**“Pearl Village Uncles and Aunties”  
(Psycho-social support network)**



Welfare Advisory Services

**Do you need help? We are here for you 24/7**

**Do you need somebody to talk to regarding your problems?**

**Contact these numbers:**

**If you want to talk in English and Tagalog, please call 66722306.**

**If you want to talk in Hindi, Malayalam and Tamil, Please call 33101351**

**We are here, We care!**



Pearl GTL



# Camp Activities



Pearl Village Olympics



Pearl Village Fun Run



Inter-camp Group Exhibition Competition



In-camp Parties and Get-togethers

# What was the impact?

- 1 safety related death during entire build
- 71 million man hours without an Lost Time Injury
- Industry leading Lost Time Injury Frequency rate
- No major employee relation issues – strikes, riots etc
- By comparison with other similar major projects
  - 60% reduction in Total Recordable Case Frequency
  - 90% fewer fatalities
  - 50% reduction in Non Accidental Deaths
  - Possibly 50% increase in productivity
- Did a 6% increased spend on accommodation and welfare result in a substantial return on investment – **unequivocally yes**

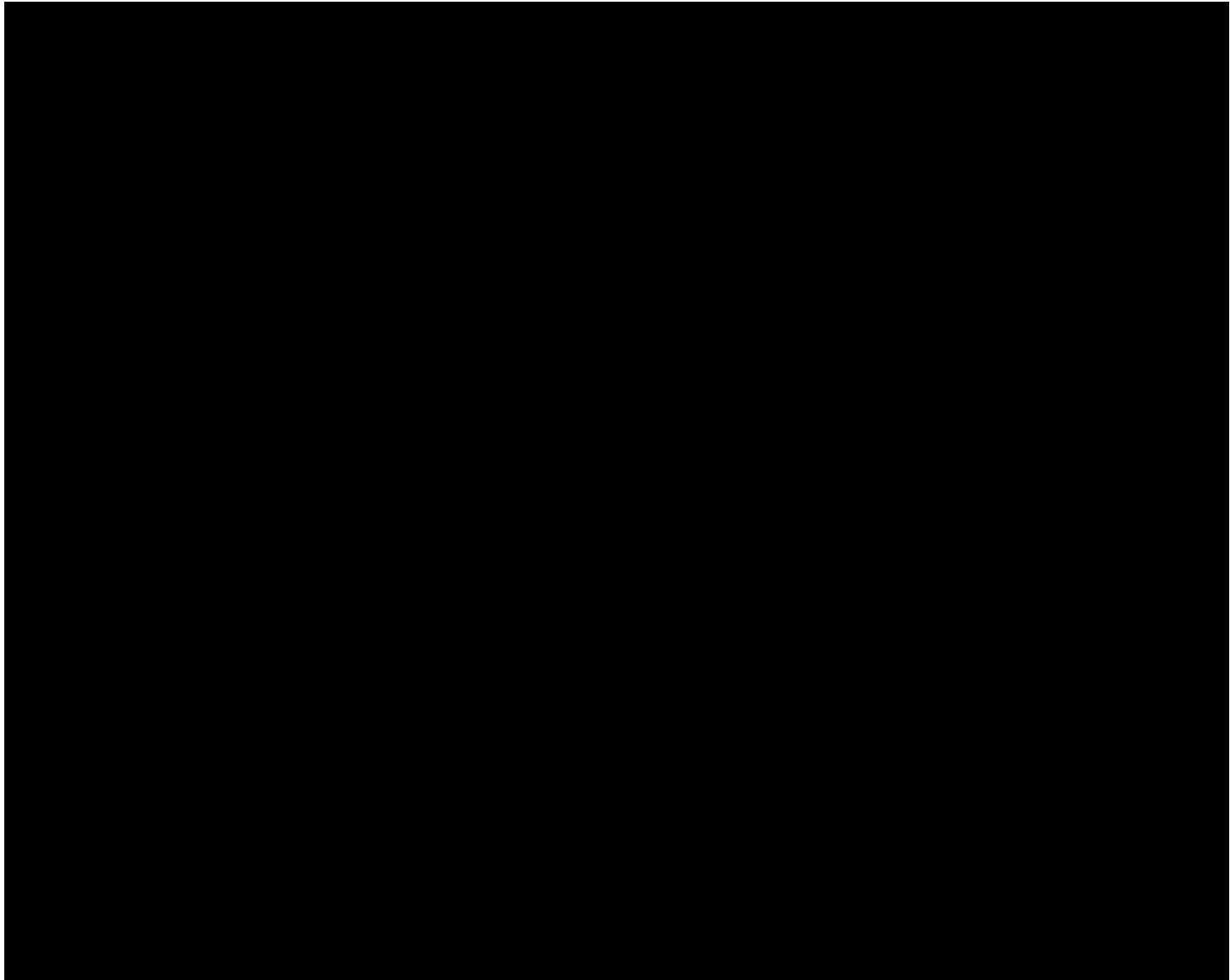
# Resilience

- Capacity to bounce back from adversity
- Resilience is a trait that all people have. It can be strengthened and improved by learning.
- Resilient people are more productive, more present, more innovative, more successful, and live longer and happier lives.

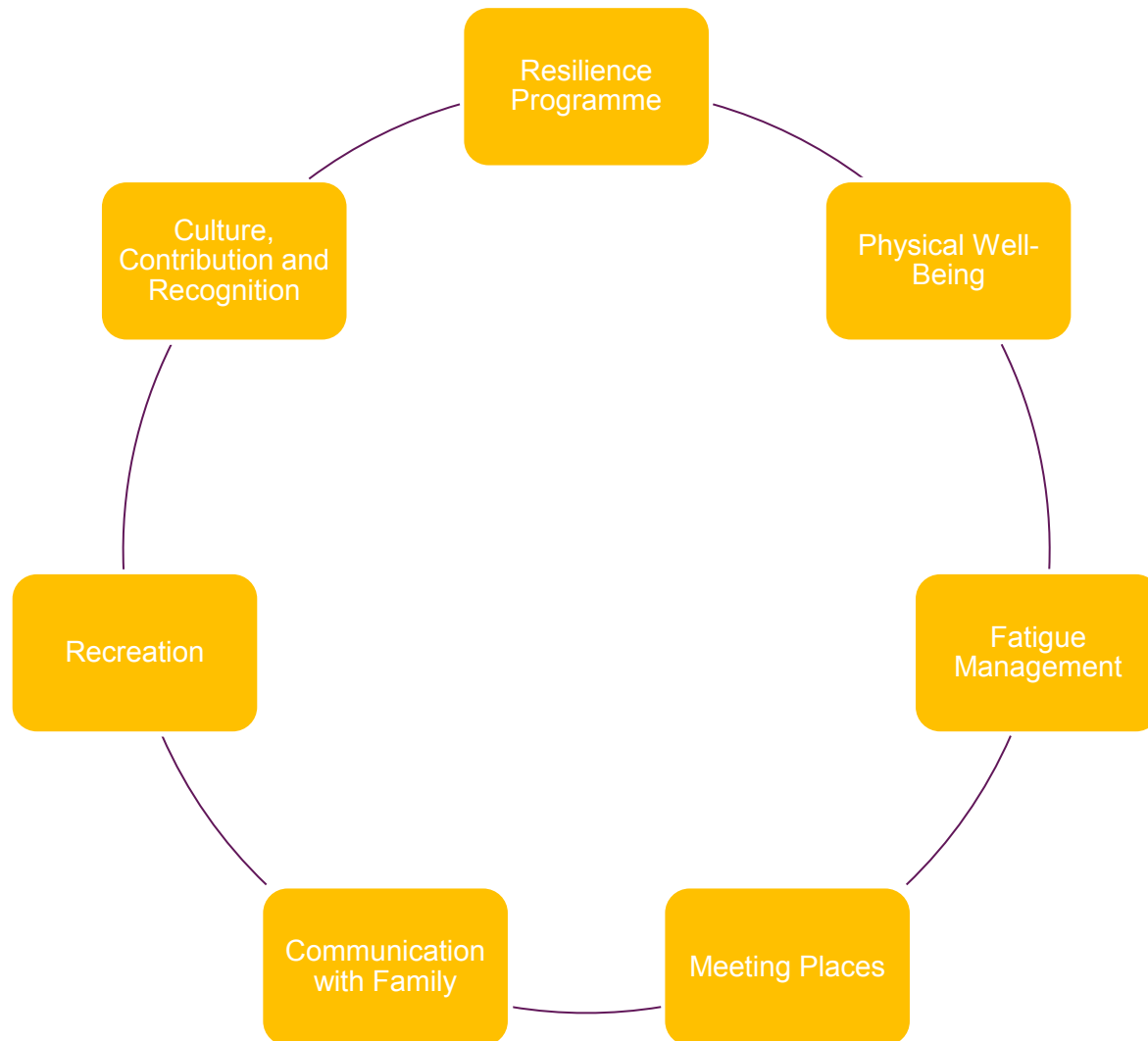
# Shell's Resilience Programme

- Based on the American Psychological Society resilience factors
  - Low content, high on experience, interactive
  - Leverages the experience in the room
  
- Programme design
  - Fits into normal business (e.g. HSE meeting, team meeting, lunch and learn etc)
  - Facilitators trained by Shell Health
  - “Teams” of 8-15 (but can do more) spend ~45 minutes per module
  - Explicit goals for each module and ongoing reinforcement exercises
  
- All material for modules available from Shell Health

# So How Does Resilience Fit in With Projects?



# Resilience in Projects



# Translating the Learning



# The Value of “H”

- Health support is so much more than first aid
- Health can:
  - Proactively minimise health risk
  - Provide health management inside and outside the fence
  - Enhance projects
  - Enhance performance

# ? Questions

