Planning the Path Forward

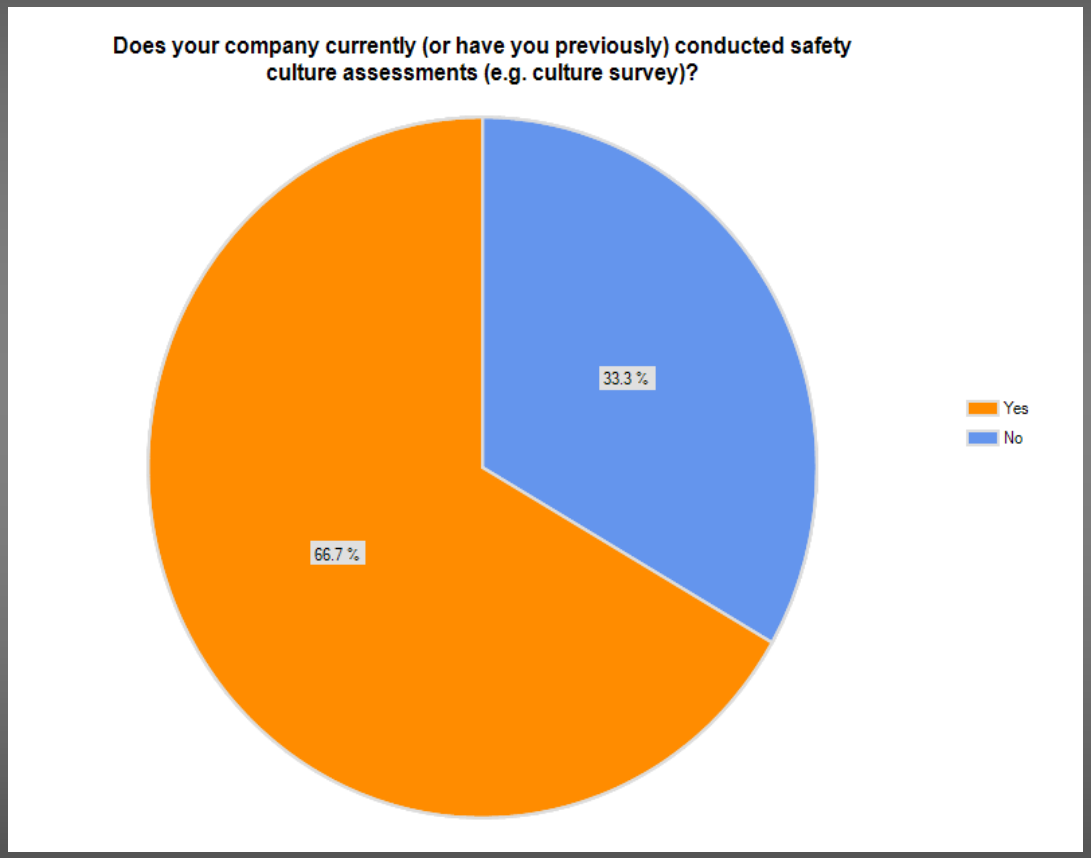
INGAA Safety Culture Assessment

Pre-Workshop Survey Questions

- Does your company currently (or have you previously) conducted safety culture assessments (e.g. culture survey)?
- What are the three most important outcomes you would like to achieve for your organization through meta-culture analysis?
- What are the three most important outcomes you would like to achieve for your industry through meta-culture analysis?
- Are there any caveats/concerns you have regarding the process?

And the responses were……..

Does your company currently (or have you previously) conducted safety culture assessments (e.g. culture survey)?



- Total n=18
- Approximately 2/3 of respondents have some level of experience with culture assessments
- Responses to open-ended questions differed based on experience levels (different expectations/goals/concerns for those with prior culture survey experience)

What are the three most important outcomes you would like to achieve for your organization through meta-culture analysis?

Outcome Targets for Organizations with prior Culture Surveys	Outcome Targets for Organizations new to Culture Surveys
Understand effectiveness of management/leadership in safety	Evaluate how to best develop and conduct a culture survey for organization
Compare, benchmark and improve with others in the same industry	Identify training and individual difference issues in safety (e.g. generational differences)
Continuously improve safety through continuous measurement and progress	Continuously improve safety through continuous measurement and progress
Understand key drivers and components of safety culture and safety behavior	

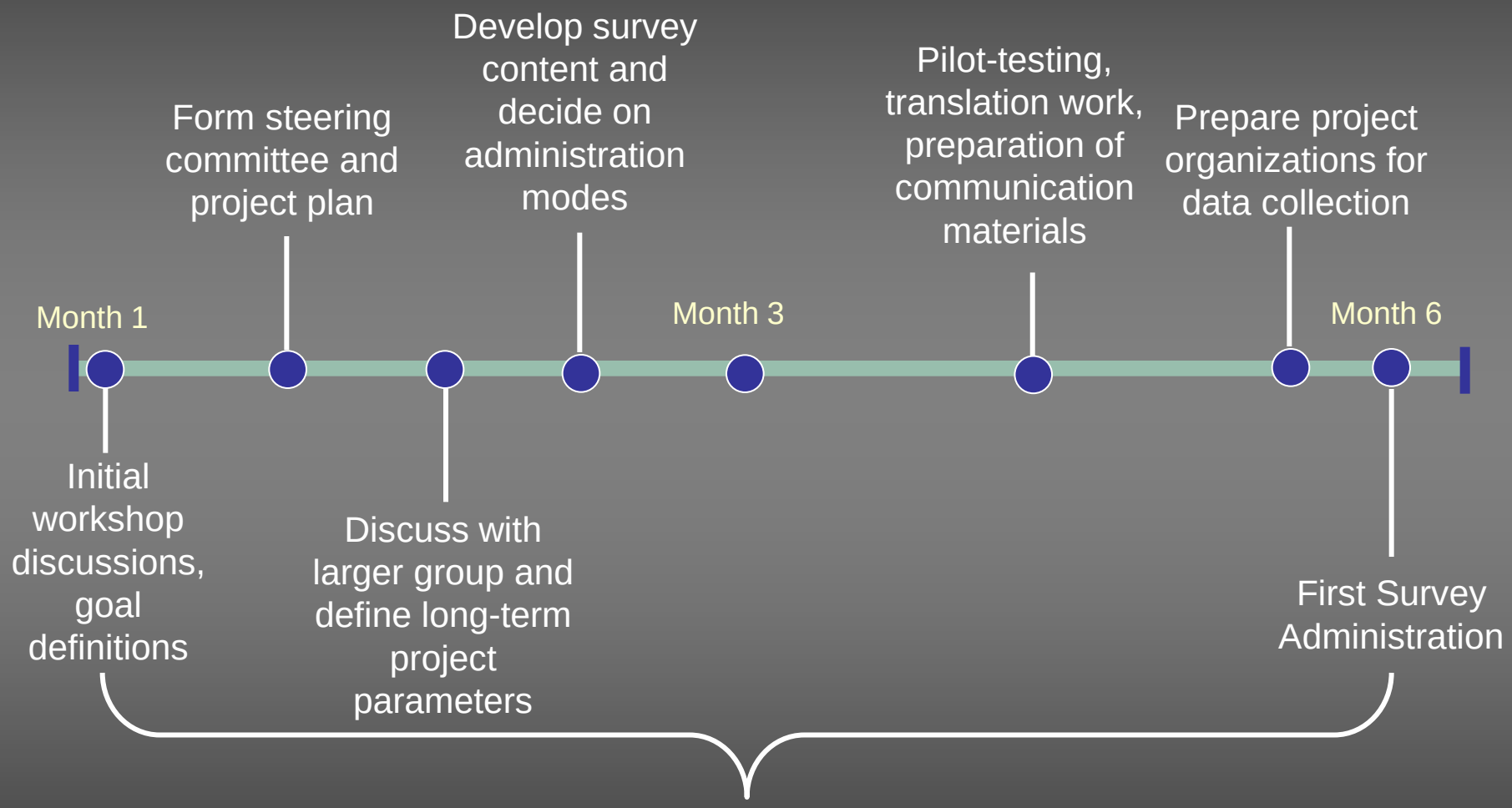
What are the three most important outcomes you would like to achieve for your industry through meta-culture analysis?

Outcome Targets for Organizations with prior Culture Surveys	Outcome Targets for Organizations new to Culture Surveys
Develop industry-wide database for comparisons of best practices	Generate collaborative effort between operators, consultants, contractors to understand industry culture
Identify shared, industry-wide challenges and organization-specific problems and solutions	Identify training/intervention solutions that work across the industry
Improve through evaluation of safety program effectiveness and adoption of best practices	Improve through evaluation of safety program effectiveness and adoption of best practices
Compare pipeline industry to other industries	
Understand industry culture using empirical data	
Develop data to respond to public perceptions of safety in the natural gas/pipeline industry	

Are there any caveats/concerns you have regarding the process?

Concerns identified by Organizations with prior Culture Assessments	Concerns for Organizations new to Culture Surveys
Avoid social desirability and deal with anonymity concerns	Analyze generational differences/perspectives on safety issues
Ensure proper survey design/data analysis to maximize validity of conclusions/recommendations	Getting buy-in and maintaining momentum
Over surveying of employees, need for simple data collection process	Data collection needs to be aligned with follow-up action planning
Data collection needs to be aligned with follow-up action planning	
Descriptive results are useless, data only meaningful if it is statistically related to actual safety outcomes (behaviors, accidents)	
Results for all organizational levels	

Proposed Schedule



Project Planning

- Develop a Steering Team and Project Plan
  - Need Volunteers
- Develop Communication Plan and Structure
- Define Long-Term Project Parameters
  - Critical Component

Pre-Survey Work

- Develop Assessment Content and Decide on Administration Mode
  - Collaboration
  - Use of lesson's learned at stage is invaluable
- Pilot-testing
- Pre-Survey Work
  - Communicate…Communicate…Communicate
  - Prepare for Data Collection

Survey and Results

- Conduct the Survey - Q1, 2013
- Analysis Data – Q2, 2013
- INGAA Presentation – Q2, 2013