

# Liquids Pipeline SMS Workshop

Stakeholder Engagement



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# Liquids Pipeline SMS Workshop

## Stakeholder Engagement



- **Second Element in the PSMS Recommended Practice**
  - Drives engagement internally and externally
  - Key to achieving desired results – improved pipeline safety performance and public safety
  - Communication to internal and external stakeholders is essential

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## Stakeholder Engagement

### So Who are Stockholders & What is Engagement?

#### Internal

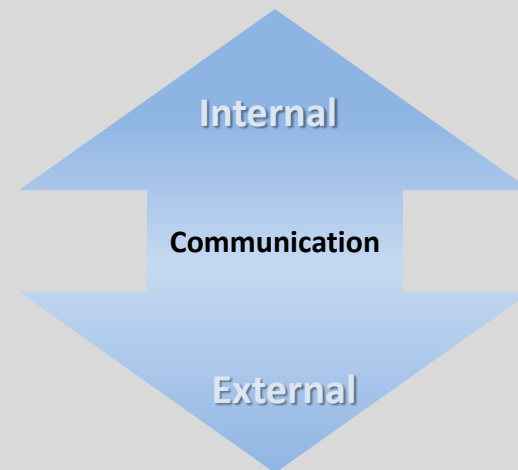
- Employees and Contractors

#### External

- Members of the Public
- Emergency Responders
- Regulator

#### Engagement

- Pipeline operator is more thorough in it's management of risk – they “own it” on a personal level
- External – being vigilant & identifying risk – being our eyes and ears along the ROW



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## Expectations

- **Pipeline operators will maintain a Process & Plan**
  - **Identify**
    - Specific objectives
    - Responsible persons for sharing and receiving information
    - Types of information to be shared & how it is valuable in improving pipeline safety
  - **Communicate with Stakeholders**
    - Risk identification & management
    - Safety performance
    - Other PSMS elements (as appropriate)

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## Objective – Internal

**Pipeline Operator** – shall establish processes to:

- Communicate the importance of meeting requirements of PSMS
- Provide for employees and contractors to raise concerns to management and make recommendations for improvements in risk identification, prevention and mitigation
- Promote and encourage two way communication
- Communicate and apply lessons learned

## Employees and Contractors

- Understand the policies, goals, objectives & procedures to their work that are driven by PSMS

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### **Objective - External**

Provide a means through which stakeholders can acquaint themselves with the company and the company can be acquainted with stakeholders who want to maintain an ongoing dialog regarding safety and asset-related concerns.

### **Pipeline Operator – shall establish processes to:**

- Provide for two-way communication
- Provide information, engage regulatory bodies, and handle feedback from representatives of the public
- Identify external stakeholders through ongoing use of appropriate company and public processes, events, social media, or other methods

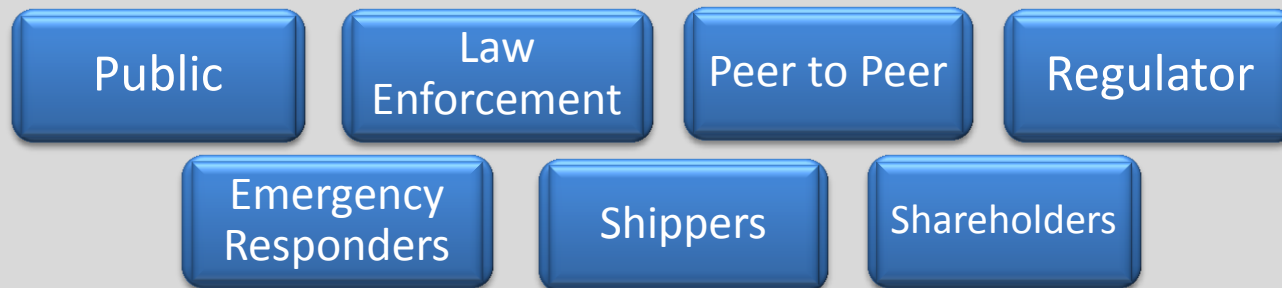
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### **Pipeline Operator** – Communication process should address

- High-level view of company safety operations
- Current focus of risk management operations
- Measures the operator uses to gauge safety performance
- Identify personnel who are available to the public to exchange information



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## Let's Discuss

- Who are your stakeholders (external & internal)?
- How do you think that API RP 1173 Stakeholder section differs from API RP 1162 Public Awareness?
- How do you Engage your stakeholders?
- How do you coordinate communications with stakeholders?
- What and how do you share information with your stakeholders?