

With us you are Number One



ENGEN REFINERY

BBS to broader behavioural transformation



PETRONAS

What is BBS



BBS is an abbreviation for “Behavioural Based Safety”.

Behaviour-based safety (BBS) is the "application of science of **behaviour** change to real world **safety** problems" or "A process that creates a **safety** partnership between management and employees that continually focuses people's attentions and actions on theirs, and others, daily **safety behaviour**." BBS "focuses on what behavioural challenges we face and how we can ensure the mindset is changed to adopt a positive safety culture.

Behaviour defined is, the manner in which one conducts themselves.

- When Companies embrace a Generative Culture, we become obsessed with doing the right thing and we look beyond our own tasks to see what else what we can do for the company to deliver Results and deliver them safely.
- We must be courageous to make a tough stand on safety and apply Balance of Consequence when we must. We need to call out to undesired behaviours and intervene each time.
- Generative Culture embraces accountability to deliver Focused Framework and our Key Results.
- Leaders at all levels should live and breathe Generative Culture.
- See example of an employee “living” a Generative Culture (next slide).

Every morning, during Lim's working time, without fail, he would arrive at work early (usually at 0700 hrs during non TA hours) and drive around the plant. He would stop by the Satellite Control Room (SCR) 4 & Satellite Control Room (SCR) 3 to meet with Field Operators and Production Supervisor. He would have conversations with them about housekeeping, scaffolding, scheduled waste and unorganised leftover materials around the plant. Afterwards, he would escalate any issue raised to the relevant teams. Lim has made his utmost priority to ensure Hydrocracker & Delayed Coker Unit (HCK & DCU) sustains safe and reliable operation at all times.

Example 1

Example 2

In navigating the COVID-19 crisis, Tainun has continuously struck a balance between empathy and performance while leading his team. As a leader, he has remained calm, provided re-assurances and instilled confidence in his team. He has acknowledged the personal challenges faced by the team, and addressed their concerns raised during the engagements with them. Furthermore, he has provided the inspiration for the team to achieve their business goals by ensuring his communications are transparent and timely.

ARE YOU GENRATIVE? ARE YOU...

- Actively impacting HSE and Operational Excellence
- Role-modelling and rallying others to demonstrate shared success and the organisations cultural beliefs.
- Taking charge of your own capability development and ensure other do the same?
- Championing compliance to work procedures and safe systems to work.

WHAT SHOULD I DO?

- Engen has a online APP where employees live the company Cultural Beliefs and motivate employees to recognize hard work.
- Employees are encouraged to give recognition to one another to boost moral.

FOCUSED RECOGNITION

I want to recognise for demonstrating

☐ Results Matter

I stretch my limits to deliver superior results

☐ Own It!

I own the results and don't blame others

☐ Focused Execution

I plan, commit and deliver with discipline

☐ Nurture Trust

I always keep my promise and build mutual trust

☐ Tell Me

I seek, give and act positively on feedback

☐ Shared Success

I collaborate for the greater good of PETRONAS

in the following manner:

By doing this, you have positively impacted the following key result (s):

Given by

Date

Generative Culture



In closing, please watch this video.

Generative culture / consequence management

THANK YOU