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TECHNICAL SUPPORT LARGE BEST IN CLASS

Total Safety is the trusted partner and global leader of safety and compliance services to the world's largest and most complex process, manufacturing, and utility industries. We help our clients stay in compliance and meet challenges that occur every day in the hazardous environments of the industries we serve. At our company headquarters in Pasadena, Texas, we operate 40 locations in 12 countries with onsite facilities at 109 client sites. These resources can deliver safety services, specialized equipment rental, and the distribution of safety and MRO products, all in an integrated service delivery model.



LyondellBasell

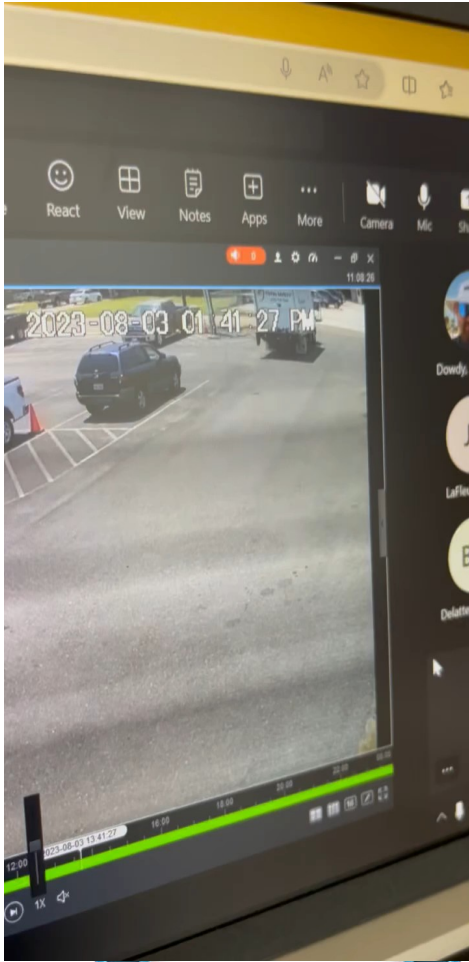
**BRYAN
THOMPSON**





BEST PRACTICE

Utilizing HOP During Incident Investigations



2025 SAFETY EXCELLENCE AWARDS | **BEST PRACTICES**
SEMINAR
Motor Vehicle Accident – Gonzales
Louisiana

Snap Poll:

1. Who is to blame?
 - A. Box Truck Driver
 - B. Car Driver
 - C. Both
 - D. Neither
2. Where will the best solution be found?
 - E. Box Truck Driver
 - F. Car Driver
 - G. Both of Them
 - H. Elsewhere
3. What Should Happen To the Box Truck Driver?
 - I. Write Up
 - J. Retraining
 - K. Suspension
 - L. Nothing



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Sequence	Goal
Pre-Start 1. Resist the urge to accuse or blame 2. Assume there is a defined logic sequence to the persons actions	Get Inside Their Head
Starting Point 1. Treat with respect. Handshake, eye contact, pleasant introduction.	Create A 'Safe' Space Through Alignment
During Fact Finding 1. Explain that purpose is not to blame, but to "get facts/understanding" 1. Open ended, process focused questions. "What happened next?" 2. Empathize where possible. "I hear you", "Good heavens", Head nods 3. Repeat key facts to confirm before moving forward.	Gather Data Through Active Listening
Wrap Up 4. Let them explain any gaps, inconsistencies, deviations. 5. Focus solely on facts, process and systems. Save any judgement for later. 1. Ask them to recommend solutions. 2. Thank them for their time. Assure them you will circle back.	Establish Competency Baseline



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Box Truck Driver:

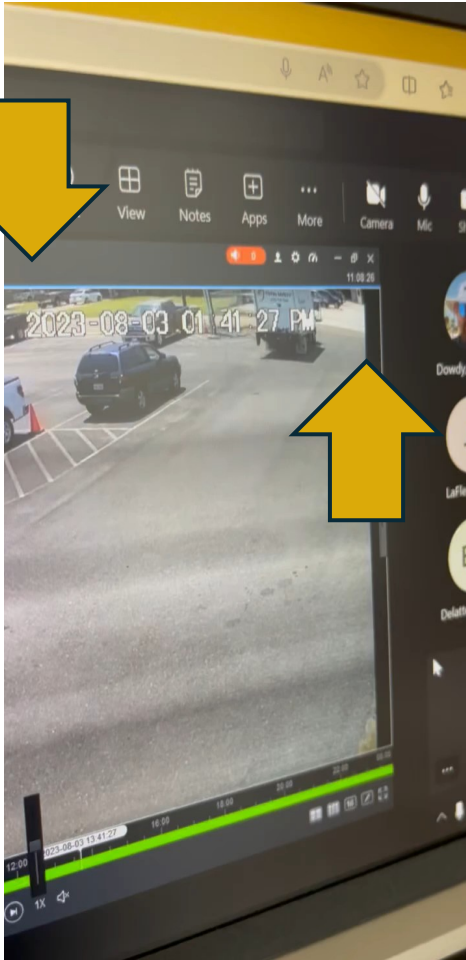
1. Needs Extra Space To Turn Onto Narrow Road
2. Focused On Oncoming Vehicle to Left
3. Car Appears in Spot After He Starts Moving

Car Driver:

1. Assumes Box Truck is Turning Left
2. Pulls Into Space to Right

Frequently Asked Question:

1. Was his turn signal on?



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Parking Lot:

1. Unmarked in this area
2. No guidance for drivers



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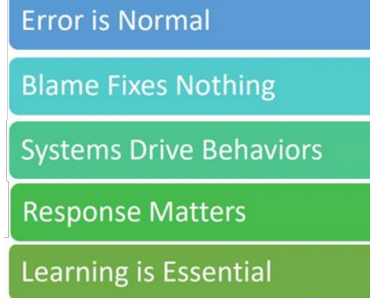


Solution: “Paint some lines”

1. Clear direction to drivers
2. Narrow enough to prevent two vehicles side by side



HOP Principles



Allows

Fact Finding Goals:

Get Inside Their Head

Create A ‘Safe’ Space Through Alignment

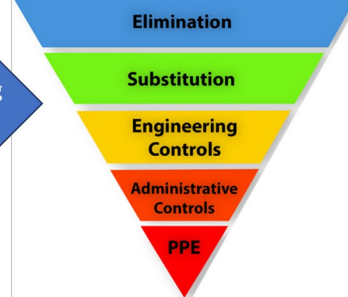
Gather Data Through Active Listening

Establish Competency Baseline

Resulting In

Effective, Sustainable Solutions

Hierarchy of Controls



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Questions?

Thank You!!



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