

## 3. Worker Care

**Purpose:** to ensure that personnel involved in site activity live and work in a safe, healthy, and ethical environment.

**Objectives:**

- to establish roles and responsibilities for defining and managing worker care
- to provide appropriate resources and infrastructure to enable worker care program
- to implement all necessary measures to reach the defined level of health risks control
- worker care program and amend it based on results and feedback.

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### Expectations

#### 3.1 Ethical labour practices

- Enforce and apply international human rights and labour laws, employ ethical labour practices and fair employment terms/contracts, and provide an ability to raise concerns/ grievances
- Scrutinise manpower agencies prior to engagement
- Have ethical, clear, and transparent labour practices that address recruitment and demobilization, worker's rights, the procedures and mechanisms for complaints, and disciplinary processes

#### 3.2 A secure environment

- Appoint a security representative
- Provide an environment that is secure from external and internal threats regardless of location (e.g. petty crime, criminal intrusion, assault, workplace violence, or terrorist attacks)
- Implement Personnel on Board management and access control to verify that only legitimate personnel are onsite

### 3.3 A safe, healthy and hygienic environment

#### Medical and Emergency Response

- Medical and emergency response capabilities are based on the emergency preparedness analysis for each site
- Health facilities are provided to cater for the typical health issues that prevail in the region
- Site management ensures availability and access to medical care (i.e. medical professionals and materials) for personnel according to the number of people involved and the activity risks
- External defibrillators are readily accessible and medical personnel (e.g. first responders) are trained in their use

#### Quality rest and privacy

- Provide regular breaks and resting areas for hot/cold environments
- Define working hours and consider excessive time on site as occupational risk
- Adapt working time of personnel to environmental living conditions
- Working and living areas are non-smoking. Dedicated smoking areas are located near both working and residential areas
- Provide segregated male and female changing facilities, including showers and toilets in adequate quantities, and with due consideration for cultural preferences
- Give due consideration to the cultural practices, religious worship, and behavioural etiquette predominant in the region of worker groups employed

#### Infrastructure and quality facilities management

- Good quality infrastructure (water, power, and sanitation) is in place and well maintained
- The site is designed to manage sanitary requirements including bathrooms, toilets, housekeeping and waste management; arrangements are appropriate for the size of the workforce
- Drainage is suitable to manage the risk of vector borne diseases, such as mosquitos, which breed in stagnant water

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## Transport

- Workers are able to travel safely to and from the workplace with minimal time delay
- Travel distance is considered in fatigue management
- When transport is provided, it is convenient and meets client and contractor safety standards
- Any available parking lot is well grounded and easily accessible

## Food and catering arrangements

- Free, good quality drinking water is available for all workers
- Clean hydration, eating, and break areas are provided and a regular cleaning schedule is set up to maintain adequate hygienic standards
- Washing facilities, soap and disposable towels are available next to the eating facilities
- Bacterial treatment and water treatment monitoring is performed on drinking water systems

## Accommodation

- Where contractors or subcontractors (as defined in section 7) are providing worker accommodation in the local community, the accommodation should be inspected to prevent overcrowding, poor quality of rest, and poor sanitation
- Where camps are provided to accommodate the workforce, the guidance in IOGP 541 & 542 is followed

## Occupational hygiene – Industrial exposure risks to health

- A representative is appointed to manage industrial risks to health, addressing physical, biological, chemical, ergonomic, and psychosocial hazards
- Industrial hygiene risks are identified, assessed, controlled, and communicated to workers
- Risk exposure areas (e.g. noise, radiation, chemicals) are mapped and provided with a proper display, identification and quantification
- Adequate collective protection to any hazards (e.g. dust, chemicals, radiation, insects) is provided and mitigation measures are implemented (e.g. fumigation, window nets, fatigue management policy)

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- Occupational exposure limits are defined (e.g. noise, vibration, radiation, chemicals) per reference periods, worker exposure is measured and controlled
- Personal Protective Equipment matrices are established by role and/or by location
- Specific medical follow-up is provided for workers exposed to hazards
- Storing, handling, utilization, and disposal of hazardous products is controlled
- A working environment is created in which stress and conflict situations are identified, analysed and resolved

### Fitness to work

- Worker health and well-being are promoted to enable workers to improve their own health
- Develop a process to ensure personnel are fit for duty before hiring and subsequently throughout employment. This includes verifying that employees are able to do the task they are hired for, and that they are free from the influences of drugs and alcohol
- Drugs and alcohol policies are in place and verified

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### Further reading

- IPIECA (2012) *Human rights due diligence process: a practical guide to implementation for oil and gas companies*
  - IOGP 343 *Managing health for field operations in oil and gas activities*
  - IOGP 378 *Managing Workplace Stress*
  - IOGP 541 *Temporary onshore accommodation – Selecting the camp type*
  - IOGP 384 *A roadmap to health risk assessment*
  - IOGP 392 *Managing fatigue in the workplace*
  - IOGP 397 *A Guide to Food and Water Safety*
  - IOGP 398 *Health aspects of work in extreme climates*
  - IOGP 445 *Substance misuse*
  - IOGP 470 *Fitness to work*
  - IOGP 481 *Vector-borne disease management programmes*
  - IOGP 542 *Temporary onshore accommodation – Design, layout, accommodation, facilities and services*
  - IOGP 575 *Oil and gas contractor drug and alcohol testing guidelines*
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