Improving Contractor Safety Experience & Engagement

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Contractors play an integral role in your safety performance and reputation. Effective Contractor Management Systems provide a holistic program focused on robust contractor evaluation processes, continual improvement, informed incident reporting, and cultural influence. However, continual challenges exist in alignment of safety culture expectations and engagement of Contractors to drive safe behaviors and actions. This presentation discusses best practice methodologies for increasing contractor engagement to create best in class Operator-Contractor relationships. Contractor Experience is the human experience framework for which to view interactions and the working environment from the bidding phase of a project through close-out or the day-to-day experience of a maintenance/routine worker. By reaching the Contractor from both an intellectual and emotional basis, Contractors should feel empowered to make emotional decisions based on rational information, i.e., Stop Work Order. Intellectual frameworks ensure the proper structure, processes, tools, training and safe environment are in place to support your contractors. Emotional engagements promote the values, attitudes and experiences that connect and inspire your contractors to share knowledge. Best practice efforts should bridge the gap between corporate safety philosophy and field safety practice.

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