

# Devise an offsite contractor onboarding strategy to ensure that all contractors are ready to start work when they enter the customer's premises.

Provision of high quality training at United Safety's training facility to prevent bottlenecks and delays during the turnaround.

## Challenge

Ensure a proper training venue and professional onboarding for all contractors.

## Solution

High quality training program delivered offsite at United Safety's training facility.

## Results

Contractors arrive at customer's facility ready to go to work preventing delays in schedule.

Scheduled for March 2010, this event was a Major Maintenance turnaround of a 160,000 B/D Heavy Oil Upgrading Facility. The turnaround was estimated to last 60 days in duration with over 3500 contractors. The event was the single largest maintenance undertaking in the IOC's history.



Canada

## KEY CUSTOMER BENEFITS

### Provided specialized offsite training facility

To provide customer with an ideal offsite training venue, the training was provided at United Safety's training facilities near Ft. Saskatchewan. United Safety delivered site orientations, BA training and fit testing, and other required training to the IOC's contractor workforce before the event began.

### Thorough contractor onboarding training to avoid delays

United Safety ensured that contractors and other personnel showed up ready for work, with all required training met, avoiding schedule delays due to bottlenecks in the induction process. This was done by delivering a high quality and efficient training program that set a positive tone for the start of the project.

### 100% commitment from trainers before and during the turnaround

In the months leading up to the event, United Safety communicated with General and subcontractors to determine training requirements and schedules for delivering them. United Safety also provided trainers onsite during the turnaround for manpower additions, throughout the execution phase of the project.

### Single point of communication for efficient coordination with customer

This was established for planning, execution and reporting of orientations and onboarding fulfillment. Thus, saving time on coordination for the customer.

### Reduction in redundant and unnecessary training

United Safety established a one-on-one relationship with contractors to ensure requirements were identified and delivered. This reduced unnecessary training as requirements and delivery were centralized. All these factors ensured that an efficient and well planned tone was set for the workforce at the start of the project.