# IHF INTEGRATED **HUMAN** FACTORS

**TURAN** DRILLING & ENGINEERING
A KCA Deutag and SOCAR AQS Company

## IHF SaaS
AIR

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**IHF were able to mobilise quickly, get a swift grasp of the issues at hand and deliver an excellent piece of work.**
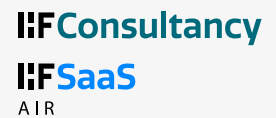
Ed Wheler, General Director, Turan Drilling & Engineering
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| CLIENT | INDUSTRY | PRODUCTS & SERVICES |
|---|---|---|
| **TURAN** DRILLING & ENGINEERING A KCA Deutag and SOCAR AQS Company | Oil & Gas | IHF Consultancy IHF SaaS AIR |

## BACKGROUND TO THE PROJECT

Established in 2018, as an Azerbaijani company to target the onshore and offshore Caspian drilling and engineering market, Turan Drilling & Engineering is responsible for managing drilling and maintenance operations on eight platforms in the Caspian Sea.

Integrated Human Factors (IHF) undertook an incident investigation with Turan Drilling & Engineering by applying the IHF Air Tool.

IHF Air is an online incident investigation tool that uses a systemic approach, utilising systems thinking, providing valuable insights into root cause analysis and an interactive timeline.

## KEY CHALLENGES

There was a requirement from Turan Drilling & Engineering that any incidents and accidents be thoroughly investigated, so that lessons could be learned and continuous improvement to the Safety Culture implemented.

Safety related incidents had occurred recently which had the high potential to cause serious injuries or fatalities.

There were cultural challenges where some employees were deviating from safety procedures, for example standing in 'Red Zones'.

Some organisational controls and safety barriers appeared to be failing and so a holistic approach was needed to investigate why these incidents were occurring.

## SOLUTIONS

IHF provided Turan Drilling & Engineering with visibility of key organisational and human failures that contributed to a high potential accident. Utilising HF-AIR™ IHF created a detailed report with key recommendations on improvements to Control of Work procedures and advice on Human Factors Integration (HFI).

I was very impressed with the depth of knowledge that Neil and his team have about all aspects of Human Factors and Control of Work (CoW). They understand how these complex systems interact, are complied with and are used. IHF are, in my opinion, experts in all aspects of their field including training, consultancy and software implementation. I wouldn't hesitate in recommending them to any organisation undertaking an investigation or CoW analysis.

**Ed Wheler, General Director,
Turan Drilling & Engineering**

## RECOMMENDATIONS

**IHF made a significant number of recommendations, including:**

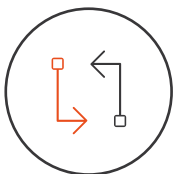Enhancing planning for safety-critical work activities

More robust risk assessments
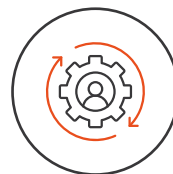
Online incident reporting system
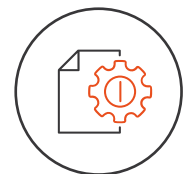
Online Safety Culture Audits

Changes to shift patterns

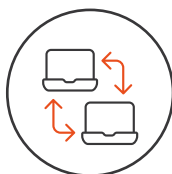Changes to the immediate work environment to support closer supervision

Update to the Competency Management System

Changes to make procedures and work instructions more reliable

Team Communication

Knowledge transfer system

Additional training in Non-Technical Skills

Signage and Warnings