

A Case Study: ABC Energy Sector HSE Policy Manual

SPARK THOUGHT is a strategic consulting firm that provides operations and management support services to a wide-range of clients, in multiple industries. Our main support services are: knowledge management, regulatory compliance, technical writing, portals and collaboration, and instructional design.

In late 2018, ABC's (an oil and gas pipeline support company) Energy Sector (ES) Manager came to SPARK THOUGHT with a project to update their policies for personnel health, safety, and environmental (HSE) regulations. We were asked to reformat, update, revise, and edit 36 policy documents into the corporate format. The separate documents were to be consolidated into a single manual that could be used by Energy Sector personnel to ensure consistent compliance with federal Health, Safety, and Environmental (HSE) regulations for personnel safety and environmental protection.

We began work with a gap analysis to assess the condition of the current policy documents and then determine what would need to be done to produce the policy documents that Energy Sector wanted for their updated HSE policy manual. Our project analysts and writers developed a strategy to update the policies and to ensure that HSE regulatory compliance requirements would be applied consistently throughout ABC Energy Sector. Weekly progress updates were provided.

The focus for each of the updated policies were the practices Energy Sector personnel would put into place to ensure that they were in compliance with federal HSE requirements. For each policy document: the basis for the policy was explained, the scope of the regulation defined, industry standards documented, internal references identified, responsibilities for oversight established, a protocol instituted, training requirements and objectives set, and terms defined. In addition to updating the policy documents, a new layout for the documents was developed and all documents were reformatted into the new design. Consistent design was an important element of consolidating the 36 separate documents into a single reference manual.

First-draft documents were delivered to ABC Energy Sector subject matter experts (SMEs) for review and revision. When the documents were returned to SPARK THOUGHT, the revisions and corrections were meticulously incorporated into final-draft documents and each policy was subjected to a thorough proofreading process for content and design. SPARK THOUGHT always strives to produce error-free documentation. All Energy Sector HSE policies were collected into one easy-to-use policy guidebook, and the new HSE manual can be easily updated and distributed electronically.

We have been asked to do several follow-on projects for ABC based on our reputation for superior planning and analysis, exceptional writing and documentation skills, outstanding project turn-around times, and the exacting attention-to-detail for the work we produce.

SPARK THOUGHT has broad experience helping major organizations and corporations assess regulatory compliance needs and implement frameworks that are customized to address their specific needs. We have performed regulatory compliance gap analyses for oil and gas companies, created written procedures to cover new regulations, designed new forms and records management processes, assisted with preparation for government audits, and generated course materials for compliance training. Don't chance falling out of compliance when experienced consultants can help ensure you stay up to date.