



# Contractor Business Partner Onboarding

## Welcome to Marathon Petroleum *Louisiana Refining Division!*



[Marathon Petroleum Refinery Contractor Website](#)





## Management's Commitment to Safety

**NO GO!**

### **SUSPEND WORK OBLIGATION**

*This is my commitment to you.*

As an employee or contractor of MPC Refining, you have the authority and responsibility, without fear of reprimand or repercussion, to immediately suspend any work that is unsafe or presents a danger to you, your co-workers, or the public. You are empowered to get others involved to determine a safe resolution before proceeding with the work.

***Make the Safe Choice,  
on Every Task, Always!***

*Michael Henschen II, VP, Louisiana Refining Division*



# Security Information

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## Daily GVL REF Plantwide Alarm Tests

Plantwide  
Evacuation Alarm



Silent Test that will not  
be heard by the plant

Plantwide  
Emergency Alarm



Monday @ Noon

HydroCracker  
Alarm



Tuesday @ Noon

HF Alky  
Alarm



Wednesday @  
Noon

Dock Liquified  
Hazardous Gas  
Alarm



2nd Thursday of  
each Month @ Noon

The surrounding community also has a civil defense alarm which is tested at noon on the first Thursday of each month.



## Weapons Policy

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The following are examples of weapons that are not allowed on site, including contractor parking areas.

- Firearms of any kind
- Explosives or incendiary devices of any kind (including ammunition)
- Knives with a blade greater than 4" in length
- Taser Guns
- Machetes
- Swords
- Martial arts equipment
- Bows & Arrows
- Brass Knuckles
- Billy Clubs
- Any item altered or constructed for the purpose of causing injury

Firearms are allowed in designated parking areas outside of the refinery if the following conditions are met:



1. Complete the "Firearm Approval Form"
2. Attest he/she is in lawful possession
3. Firearm must be in a locked case and vehicle must remain locked
4. Park in designated parking area
5. Employee may not return to vehicle during their shift other than to exit premises for the day

**Vehicles are subject to search while on Marathon property including contractor parking areas.**



## GVL VEHICLE INCIDENT REPORTING

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### Assess the Incident Scene:

- **If injuries occurred, follow the MPC injury reporting guidelines.**
- If no injuries - do not move the vehicles, contact Security (6-Security).
- Additionally, if the vehicle incident occurred within a unit battery limits contact unit operator and report incident.

### Meet Security at the scene:

- Obtain vehicle operator and all witness statements.
- Take pictures for documentation.
- Assist Security in completing report.

### Finalize Documentation:

- Forward all statements to MPC Safety Rep.
- Complete an Intellex Report



## General Refinery Information

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## General Refinery Information

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### Units:

A process unit is a collection of equipment grouped together that performs a function. (i.e., Crude Unit, Steam Unit, etc. )

- Some units will be mixed in one area.

### Domains:

A group of units that are combined for operations.

- Ideally, domains are grouped together according to a common purpose of the individual units.
- The term “domain” applies to Operations.
- **LRD has 10 Domains.**

### Zones:

Zones are an area that is applied to maintenance activities.

- Where domains are the term used by operations, zones are the terms used by maintenance.
- Note Domain 2 and Zone 2 do not necessarily include the same units.





# Contractor Business Partner Onboarding

## Equipment Numbering System

### Example



212-1201-01



**212:** Unit Number

**1201:** (Tower  
Number)

**01:** (Series Number)

Function Number	Function Name
XXX-0XXXX	Piping
XXX-11XXX	Vessels/ Columns
XXX-12XXX	Drums/ Towers
XXX-013XXX	Heat Exchangers
XXX-14XXX	Heaters
XXX-15XXX	Pumps
XXX-16XXX	Boilers
XXX-17XXX	Cooling Towers
XXX-18XXX	Compressors/ Blowers/ Gearboxes
XXX-19XXX	Tanks
XXX-20XXX	Materials and Handling Equipment
XXX-22XXX	Filters/ Separation Equipment
XXX-24XXX	Agitators/ Mixers
XXX-25XXX	Reactors
XXX-26XXX	Hoppers/ Bins/ Chutes/ Silos
XXX-27XXX	Air Conditioning Units
XXX-29XXX	Silencers/ Stacks
XXX-30XXX	Sample Stations
XXX-41XXX	Concrete Pit/ Sumps
XXX-43XXX	Structures
XXX-44XXX	Instruments & Controls
XXX-81XXX	Communication Equipment
XXX-83XXX	Leased Equipment



# Contractor Business Partner Onboarding

## Unit Name and Numbering

Unit #	Name	Zone	Domain
5	Delayed Coker	7	7
7	Rose	2	2
8	LSR Naphtha Hydrotreater	2	2
9	Penex	2	2
10	Crude and Vacuum	1	1
11	Naphtha Hydrotreater	4	4
12	Platformer	4	4
14	Distillate Hydrotreater	4	4
15	Heavy Vacuum Gas Oil Hydrotreater	4	4
16	FCC Gasoline Merox	3	3
17	FCC LPG Merox	3	3
18	Light Straight Run Merox	5	5
19	Amine/Sour Water Stripper	5	5
20	Sulfur Recovery	5	5
21	Tail Gas	5	5
22	Saturates Gas	1	1
23	Propane Merox	1	1
24	Butane Merox	1	1
25	FCCU Cracking	3	3
26	FCC Gas Concentration	3	3
27	HF Alkylation	2	2
28	Butane Isomerization	2	2
30	Wet Gas Scrubber	3	3
31	Caustic Storage	3	3
32	DEA Regeneration	2	2
33	Sour Water Stripper	2	2
34	Sulfur Recovery	5	5
36	Steam Plant	1	1
37	Cooling Towers	13	13
38	Potable Water System	1	9
39	Plant Water Treatment	1	1
40	Plant and Instrument Air System	1	1
41	Intermediate Product Storage	1	1
42	North Steam Plant	3	3
43	Fuel Oil and Gas System	4	4
44	Sulfur and Asphalt Handling Facilities	6	Product Control
45	Sulfur Plant #3	5	5



# Contractor Business Partner Onboarding

## Unit Name and Numbering

Unit #	Name	Zone	Domain
46	Propylene Splitter	3	3
47	Amine Unit	5	5
48	Sour Water Stripper	5	5
50	Marine Docks (1 & 2)	6	Product Control
55	Gasoline Desulfurization	7	7
56	Distillate Hydrotreater	6	8
59	Relief Flare System	3	3
60	Effluent Treating	4	4
63	Tank Farm and Spheres	6	Product Control
64	RxR and LPG Truck Racks	6	Product Control
65	LPG Rail/Truck Racks	6	Product Control
66	Refrigerated Butane Storage	6	Product Control
67	Gasoline Blending Facilities	6	Product Control
69	Lab	6	Product Control
70	Warehouse	2	N/A
71	Barge Dock #3	6	Product Control
77	Coke Handling System	7	7
205	Delayed Coking/ Ammonia Storage	7	8
210	Crude and Vacuum	1	9
211	Naphtha Hydrotreater NHT	10	10
212	Platformer	10	10
214	Kerosene Hydrotreater KHT	10	10
215	Hydrocracker HCU	10	10
220	Sulphur Recovery	5	5
221	Tail Gas	5	5
222	Saturates Gas	1	9
231	Caustic Storage	1	9
232	DEA Regeneration	5	5
233	Sour Water Stripper	5	5
234	Sulfur	5	5
236	Boiler/ Utilities	1	9
238	Potable Water	1	9
239	Plant Water	1	9
240	Plant/ Instrument Air	1	9
243	Fuel Gas treater	1	9
247	Amine	5	5
259	Ground Flares	10	10
263	Tank Farm	6	Product Control



## Unit Exclusion Zone Policy

The intent of this policy is to formalize our current work practice of limiting access of non-essential personnel in process units during abnormal events.

- Shutdown Activities
- Startup activities.
- Unit Emergencies

### Notifications

- A refinery wide announcement will be made on the radio system and loudspeakers whenever a process unit is entering, or removing, an Exclusion Zone.
- An announcement will be made at the beginning of each shift (0630 and 1830) for Exclusion Zones that extend past 1 shift.

### Essential vs Non-Essential Personnel

- **Critical**- personnel deemed critical to the safe startup, shutdown, or response to a unit upset. Access into the restricted area can ONLY be granted by the unit operator.
- **Non-Critical**- Personnel deemed not immediately critical to the ongoing safe operation of a refinery process unit.



RESTRICTED ACCESS RESTRICTED ACCESS



## Emergency Information

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## Reporting an Emergency

Emergencies can be reported via:

- plant telephone by dialing 2500
- Cell phone by dialing 985-535-2500
- by pressing and holding the Orange Emergency Button on a plant radio. (press/hold for 3 seconds)



State:

- Name,
- exact location
- nature of the emergency (Fire, toxic release, medical emergency, rescue, etc.).

After making contact with the 001, you must then reset your radio.



Press and hold orange emergency button for 3 seconds to clear.



## Emergencies

EMERGENCY LEVEL OVERVIEW	
LEVEL	OVERVIEW
Level 1 – Unusual Event (No Off-Site Impact)	Slight to no danger to environment, property, surrounding community, and life. <i>Examples: small fire, small spill, medical emergencies</i>
Level 2 – Site Area Emergency (Potential Off-Site Impact)	Moderate danger to environment, property, surrounding community, and life. <i>Examples: large fire, medium to large hazardous material release</i>
Level 3 – General Emergency (Immediate Off-Site Impact)	Significant danger to environment, property, surrounding community, and life. <i>Examples: major fire that will require outside fire departments to respond, major release of hazardous materials, evacuation of refinery.</i>

Emergencies are reported via the **Orange** button on LRD plant radios.

The Refinery Supervisor (001) will make the determination of the “level”.

Level 2 emergencies require employees to report to a muster reader.







## Safety Information

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# Contractor Business Partner Onboarding

## Refinery PPE Requirements

**Hardhat**

**Goggles**

(on person)

**H2S Monitor**

10" from breathing zone

**FR Clothing**

Tucked in

Buttoned up

Sleeves rolled down

**Outer layer FR**

Disposable coveralls

Rain Gear

**Natural fiber  
undergarments**

**Headlamp**

(For confined spaces)

**Safety Glasses**

**Ear Plugs**

**Gloves**

Cut resistant (minimum  
level 3)

Impact resistant (when  
handling equipment)

**Safety Toe Boots**

Must have ¼" defined  
heel





# Contractor Business Partner Onboarding

## Injury & Illness Notification and Reporting

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The Contractor's Injury Notification & Reporting Flow Chart shall be followed when conducting work activities on Marathon property.

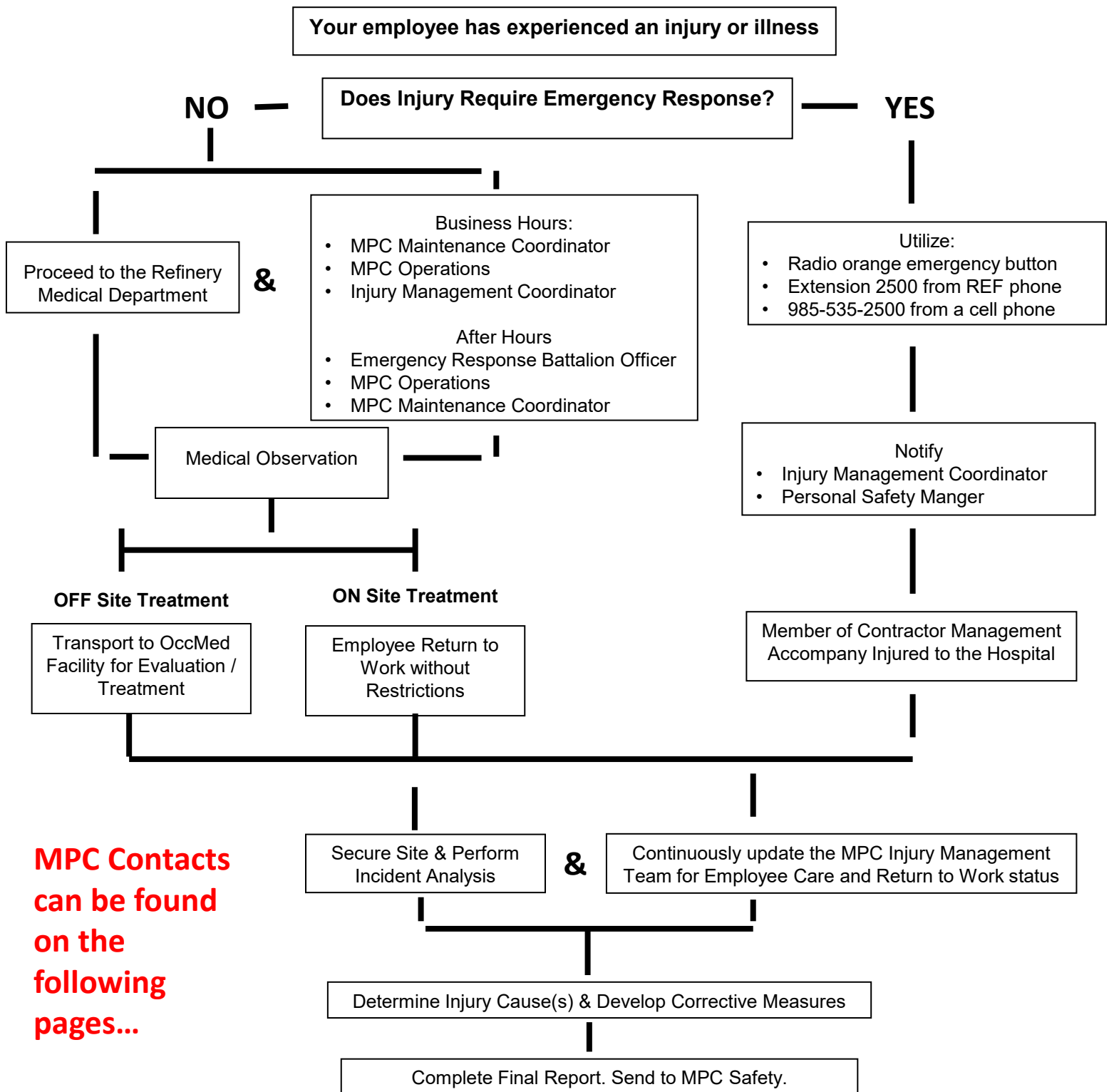
- *Inside the Marathon Petroleum Company – Garyville Refinery Perimeter*
    - Reference the Contractor's Injury Notification & Reporting Flow Chart
  - *Outside of the Marathon Petroleum Company – Garyville Refinery Perimeter*
    - (On Marathon Petroleum Property)
    - Reference the Contractor's Injury Notification & Reporting Flow Chart
    - **Do Not call 911, as municipal emergency services work through GVL REF**
- 

- **Report all injuries regardless of severity**
- **All emergencies and non-emergencies shall be immediately reported to the GVL Medical Department.**
- **Self-treating or delayed reporting is not an option**
- **The GVL Medical Dept. may refer your employee to an off-site evaluation once the initial MPC care has been provided.**



# Contractor Business Partner Onboarding

## Contractor Injury Notification & Reporting Flow Chart





# Contractor Business Partner Onboarding

## Injury & Illness Notification and Reporting

### Marathon - Garyville Refinery Contacts:

Department	Name	Contact	Email
Medical	Main Office	(985) 535-7305	-----
Medical	Jason Ghahramani	(985) 722-0667	jghahramani@marathonpetroleum.com
Medical	Lindsay Johnson	(504) 239-1845	ltjohnson@marathonpetroleum.com

Department	Name	Contact	Email
Safety	1. Sam Streacker	(419) 306-1057	spstreacker@marathonpetroleum.com
Safety	2. Amanda Fortie	(225) 218-3106	avfortie@marathonpetroleum.com
Safety	3. Patrick Williams	(281) 382-7255	pawilliams@marathonpetroleum.com

Role	Name	Contact	Email
Injury Mgmt.	1. Kelli Cazenave	(504) 313-0432	kbcazenave@marathonpetroleum.com
Injury Mgmt.	2. Russell Perkins	(504) 421-6494	RPerkins@marathonpetroleum.com
Injury Mgmt.	3. Travis Gregory	(504) 494-5761	tgregory@marathonpetroleum.com



# Contractor Business Partner Onboarding

## Injury & Illness Notification and Reporting Reporting

**The MPC Garyville Medical Department is open 24/7.**

During normal business hours; Medical Professionals are available.  
07:00am – 3:30pm

After hours / weekends; onsite ERT Paramedics are available.

	Contact:
Emergency Response Battalion Officer	Plant Radio: 5-Fire Protection
<i>(No Plant Radio? Notify any MPC Operations member)</i>	
GVL REF Operations Shift Superintendent	(985) 535-7242
	(225) 264-1789

**Find further guidance inside the Medical Department Lobby Area.**

**This area is accessible 24/7.**





# Contractor Business Partner Onboarding

## Medical Department Location

The Medical Department is located:

- Old Administration Building
  - West side
  - Red Door

\*\*

The Medical Department has the only Red Door within the Refinery





## H2S Alarm Reporting

Any personal H2S detector alarm, regardless of respiratory protection must be documented.

Include the following:

- maximum concentration,
- source of H2S,
- all personnel involved (including detector serial number), and
- personnel notified.

### REPORTING PROCEDURE

1. Evacuate the area immediately, upwind/crosswind
2. Notify Owning Department, typically Operations.
3. Notify Supervisor
4. If exposed to 100 ppm or higher report to medical.
5. Recalibrate H2S monitor on the docking station ASAP.
  - **This shall be complete prior to end of shift.**
6. Incident report filled out with all required info by end of shift.



Bump Tests, Calibration Reports and Event Logs must be sent to Taiwo Oyadiran (Industrial Hygienists)





## Contractor Safety Meetings

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### Weekly Contractor Safety Meeting:

Each week, contractor safety meetings will cover the following:

- Key Lessons Learned
- Injury and Illness Trending
- Refinery Audit and BBS (Behavior-Based Safety) Data
- Special Topics

Attendance is mandatory for all dedicated **Contractor Safety Management and Dual-Role Contract Employees.**

When: Every Wednesday at 9am

Where: GVL REF Safety Trailer

- (The trailer is located outside of the refinery gates; South of the GVL Security Badging Office)

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### Monthly Contractor Safety Sequential Meeting

Each week, contractor safety meetings will cover the following:

- Refinery Safety Performance & Refinery/Company Initiatives
- Review of Monthly Special Topics

Attendance is mandatory for all dedicated **Contractor Site Management, Contractor Safety Management, and Dual-Role Contract Employees.**

When: Third Wednesday of Every Month at 9am

Where: GVL REF Safety Trailer

- (The trailer is located outside of the refinery gates; South of the GVL Security Badging Office)



# Contractor Business Partner Onboarding

## LRD's 9 Life Critical Safety Rules



Safe  
Work  
Permit



Fall  
Protection



Confined  
Space Entry



Energy  
Isolation



Hot  
Work



Process  
Safety  
(Bypassing  
Safety Systems)



Alky PPE



Cranes  
and  
Lifting



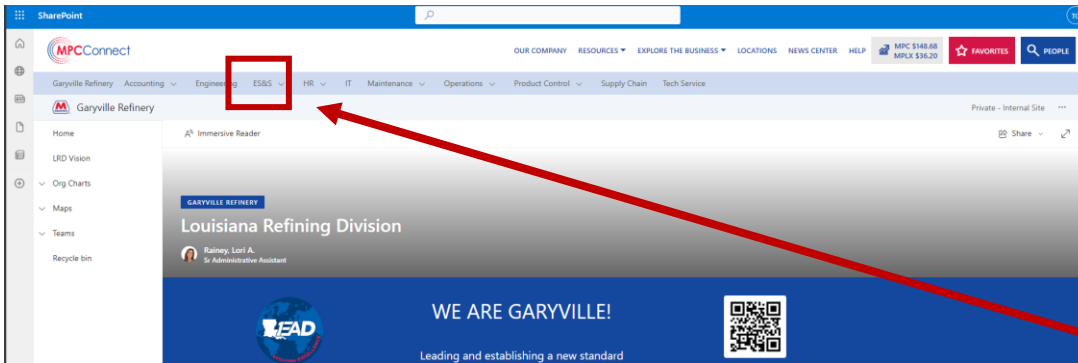
Electrical Safe  
Work Practices



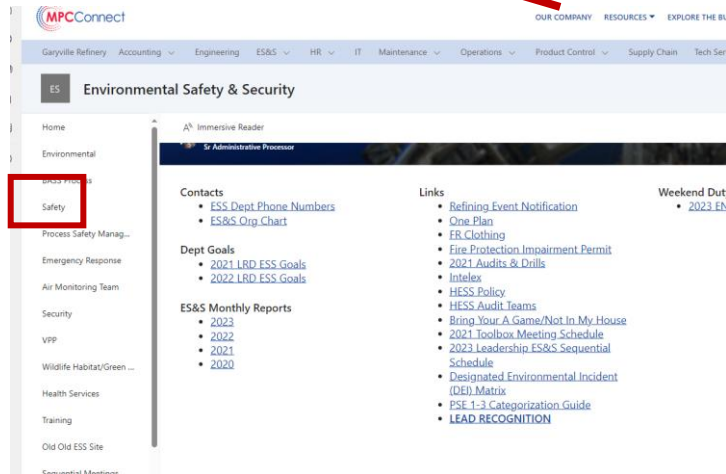
# Contractor Business Partner Onboarding

## How to access MPC's Safe Work Practices ("RSW's") Internal Website

Go to the "Garyville  
Homepage"  
(internet browser on your MPC  
computer)  
Click on "ES&S"



Click on the  
"Safety"  
tab.



### Safety Home Page

The Garyville Safety group is here to assist you in completing your job on time and safe. Each of the safe work practices is written to provide you with a strong toolbox of knowledge to protect you and your fellow worker. Each one of us is committed to your safety and will work with you on any situation to provide guidance and assistance. Several programs are available to help us continually improve your work experience: Audits, BBS, Safe Work Permits, JSAs, JJSV, Safety1, and safe work practices all combine to allow us and you to participate in the safest workplace available. All of these elements are part of the VPP and Responsible Care certifications demonstrating the commitment of all employees and management to work together for a safer work place.

#### Key Links

##### Ergonomics

Voluntary Stretching Program  
Proactive Ergonomic Tips  
Computer Workstation Setup

#### Forms

Respiratory Protection Program Self-Assessment  
Radiation Protection Program Self-Assessment Checklist

#### Links

#### HESS Standard Practices

HESS Standard Practices

#### Personnel

Organizational and Responsibilities Chart

#### Links

#### Standard Practices

94 items

Document No.	Standard Practices	Link	Category
RSW-0101-GV	Developing and Maintaining HESS Standard Practice	Developing and Maintaining HESS Standard Practice	Standard Practices
000	Instructions for Using Searchable Safe Practices and ...	Instructions for Using Searchable Safe Practices an...	Standard Practices
RSW-0114-GV	Vacuum Truck Standard Practice	Vacuum Truck Standard Practice	Standard Practices
RSW-0102-GV	Work Permit Standard Practice	Work Permit Standard Practice	Standard Practices
RSW-0115-GV	Hearing Conservation Standard Practice	Hearing Conservation Standard Practice	Standard Practices
RSW-0104-GV	Scaffolding Standard Practice	Scaffolding Standard Practice	Standard Practices
RSW-0116-GV	Bloodborne Pathogens Standard Practice	Bloodborne Pathogens Standard Practice	Standard Practices

Click on "HESS  
Standard Practices"



# Contractor Business Partner Onboarding

## How to access MPC's Safe Work Practices ("RSW's") *External Website*

[Marathon Petroleum Refinery Contractor Website](#)

- Search for the Garyville Refinery



- Find Refinery Safe Work Practices

### Step 2: What to Know before Arriving Onsite

Drug, Alcohol, and Weapons Policy	+
General Personal Protective Equipment	+
Refinery Safe Work Practices	-
<a href="#">Refinery Safe Work Standards, Forms, &amp; Appendices</a>	
<a href="#">Electronic Device Policy</a>	
Facial Hair Guidance - Contractor Business Partners are expected to comply with their respective company policies.	
<a href="#">Smoking Policy</a>	



# Contractor Business Partner Onboarding

## Contractor Audit Dashboard Access

### *Internal Website*

When you navigate to this page via the link below, click on “Field Auditing Scoring Tool” to view audit dashboard.

The screenshot shows the MPCConnect internal website interface. The left sidebar contains navigation links: Home, LRD Vision, Org Charts, Maps, Teams, and Recycle bin. The main content area is divided into two columns. The left column, titled 'Site Links', contains two sections: 'Emergency Response Plan' with links to 'Emergency Response Plan', 'Fire And Rescue Team Application', and 'Emergency Telephone Numbers'; and 'Key Applications' with a list of links including 'F.A.S.T. Field Audit', 'F.A.S.T. Field Audit Dashboard', 'KMS Historical Data', 'Intelex', 'IPS', 'Major Equipment Deficiency', 'Ops Core', 'Passport Learning', 'PI Vision', 'PM Deferral', 'RED Home Page', 'Refining Standards and Specifications', 'SAP On-line Services', 'SDS Site SDS Guidance', 'Universal Plant Viewer Tool', and 'Work Day Work Day How to Video'. The right column, titled 'LRD Information', contains a list of links including 'BBS', 'Bring Your "A" Game & Not In My House', 'Community Relations Strategic Plan', 'Donation Request Form', 'DISA', 'Employee Recognition', 'Employee Verification Service', 'Garyville Profit Improvement Form', 'HESS Policy Statement', 'Hurricane Preparedness', 'JJSV FAQ', 'iTar', 'Louisiana Link', 'LRD \$100MM/yr Revenue Growth Goal', 'LRD Expectation of Respectful and Professional Communication', 'LRD Vacation Guidelines for Supervisors and Hourly Employees in Operations, Lab and Tank Farm', 'LRD Weapons Policy FAQs', 'MAC Enrollment Form', 'Managed Documents', 'Marine Vetting Verification', 'Near Miss Form', 'Operations Information Center', and 'PPE Catalog'. A red arrow points from the text box above to the 'F.A.S.T. Field Audit Dashboard' link in the 'Key Applications' section.

<http://ww7.mpcconnect.com/sites/ref-ess-org/Pages/default.aspx>



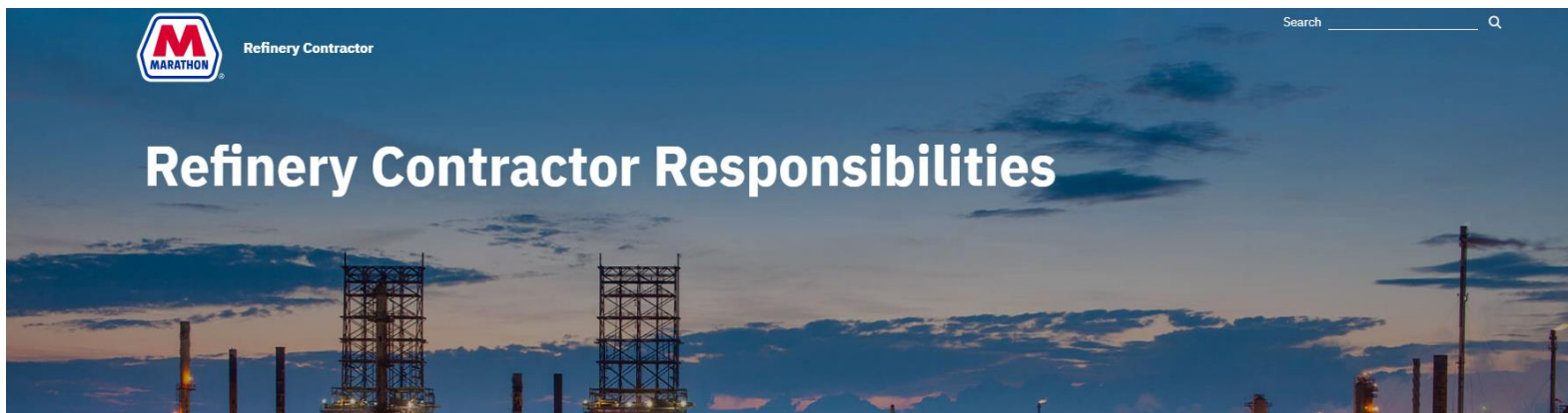


## Contractor Audit Dashboard

### *External Website*

Marathon Refinery Contractor website

[Marathon Petroleum Refinery Contractor Website](#)



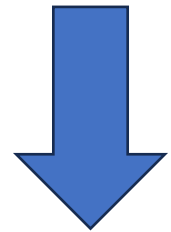
Scroll to the bottom of the page

FAST DATA via external link

### Links

[FAST Dashboard \(Audit Info\)](#)

[Refining Standards & Specifications](#)





## Contractor Safety Leadership Committee

THE HIVE



### Mission Statement

The Louisiana Refining Division (LRD) has established a Contractor Safety Leadership Committee Team is comprised of nested and long-term contractor safety representatives.

The Contractor Safety Leadership Committee Team is known as;

**THE HIVE.**

### THE HIVE Goals

1. Act as a resource to resolve health and safety issues by creating active committees aimed directly at problems facing MPC and Contractor employees at LRD.
2. Act as the voice of the contractor safety representatives while working as a cohesive team with both the LRD Safety Team and Refinery Leadership Teams.
3. Work together with LRD Safety Representatives on any proposed or actual changes in health and safety policies, practices, and procedures proposed by the various committees.
4. Conduct weekly Tier 1 audits on a cross section of Contractors performing work at LRD with a focus on human behavior rather than on policy and practice violations.
  - a. Track and report our weekly audit findings performed by the group.



# Contractor Business Partner Onboarding

## Contractor Notification Portal



### RYVER

The Louisiana Refining Division (LRD) has established a Contractor Communication Portal called “Ryver”.

All incoming Contractor Site Leadership and Contractor Safety Management should request access to receive important notifications.

### How Do I Gain Access?

1. All email addresses requesting access should be forward to the Contractor Safety Program Owner – Safety Department  
  
Travis Gregory - tgregory@marathonpetroleum.com
2. Each email provided will receive a link to establish an account – this link expires in 30days.
3. Create an account
4. Upon each sign in, Ryver will ask for the “organization”. The organization is marathon – not case sensitive.

Ryver can be access from a desktop or Mobile App



## Incident Investigations

Marathon classifies all of their incidents. They will be classified with one of the following 5 categories. (CAT 4 being the most severe)

### CAT 0, CAT 1, CAT 2, CAT 3, CAT 4

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All incidents are reported via INTELEX and are discussed in the morning meeting. During this time each incident is given a classification.

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**If a contractor is involved with the incident (CAT 1 – 4), a contractor representative will participate in the investigation.**  
***(Typically the site safety supervisor for the contract company)***

Incidents classified as CAT 2 and above require a formal investigation. The investigation includes utilizing Taproot and developing a Snap Chart of the entire event. This will be shared with the Refinery Leadership Team (RLT).

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How  
Can You  
Help?



Gather witness statements, JSA's,  
Copy of Work Permit, Copy of  
associated Policies/Procedures  
Training Records, etc. Remain open  
and honest during investigation



# Contractor Business Partner Onboarding

Download any QR  
Scanner App  
Scan the QR Code  
Complete the  
Survey and **SUBMIT!**



Scan Here to Report!

## What is *SNAG'N*?

### Safety Suggestion:

An area that needs attention to improve the safety of personnel or the refinery in general.

### Not In My House:

Recognizing Operations & Salaried MPC Employees

### A-Game:

Recognizing Maintenance & Contract Employees

### Good Catch:

Observations of an individual, or crew, performing their work in an exceptionally safe manner, helping others or positive comments.

### Near Miss:

An unplanned event that has the potential to cause, but does not actually result in injury, environmental/equipment damage or an interruption to operation