FOLLOWING PROCEDURES SAVE LIVES, PROTECTS QUALITY AND SECURES OUR FUTURE

Why Procedures Matter

Every day within the bitumen emulsion industry, people work with heated materials, chemicals, pressurised systems, moving vehicles, production equipment and customer-critical products. Procedures are not simply paperwork. They are the collective knowledge and experience developed to keep people safe, protect the environment, maintain product quality, and ensure operational excellence.

When procedures are followed correctly, they reduce risk, improve consistency, and help prevent incidents. When shortcuts are taken, the consequences can be severe.

The Risks of Not Following Procedures

Failure to follow approved procedures can result in:

Safety Incidents

- Burns from hot bitumen or emulsion.
- Chemical exposure.
- Vehicle collisions and loading incidents.
- Equipment damage and unplanned shutdowns.
- Injury to employees, contractors, and members of the public.

Environmental Harm

- Product spills and pollution incidents.
- Contamination of watercourses and drainage systems.
- Increased waste and unnecessary resource consumption.

Quality Failures

- Incorrect product manufacture.
- Cross-contamination of materials.
- Customer complaints.
- Product rejection and reputational damage.

Business Consequences

- Increased costs and downtime.
- Regulatory action and enforcement.
- Loss of customer confidence.
- Damage to company reputation and industry standing.

Why Do Procedures Exist?

Procedures are developed from:

✓ Industry best practice

✓ Regulatory requirements

✓ Lessons learned from incidents and near misses

✓ Manufacturer guidance

✓ Operational experience

Every procedure has been created for a reason. If a step seems unnecessary, it is important to understand why it exists before considering any change.

Everyone Has a Responsibility

Whether you work in production, maintenance, transport, laboratory operations, technical services or management, you have a responsibility to:

- Read and understand relevant procedures.
- Follow procedures every time.
- Stop and seek clarification if unsure.
- Report deviations, near misses and unsafe conditions.
- Suggest improvements through the correct management process.
- Lead by example and challenge unsafe behaviours.

Think Before You Act

Before starting any task, ask yourself:

Do I know the correct procedure?

Am I trained and authorised?

Have I assessed the risks?

Do I have the correct equipment and PPE?

What could go wrong if I skipped a step?

If you cannot confidently answer these questions, STOP and seek guidance.

Procedure Compliance Is a Sign of Professionalism

The most successful organisations are not those that rely on luck or individual judgement. They are organisations where employees consistently follow agreed processes and standards.

Following procedures demonstrates:

- Commitment to safety.
- Respect for colleagues.
- Professional competence.
- Pride in quality.
- Responsibility to customers and communities.

Key Message

"The safest, highest-quality and most efficient operations are achieved when procedures are followed every time, by everyone."

Let's work together to protect our people, our environment, our customers, and the reputation of the bitumen emulsion industry.
