



WE CARE | WE SUPPORT | WE PROTECT
Our engagement journey through
COVID





**We Care.
We Support.
We Protect.
Our Journey
Through COVID**

INDUSTRIAL SERVICES

MECHANICAL SERVICES

INTEGRITY SERVICES

QUALITY SERVICES

COOPERHEAT

PLANT & EQUIPMENT HIRE

**SAFER
TOGETHER**

STORK

A Fluor Company

Setting the Scene - 2020

- January - Business plan roll out - “We’re Going for Growth”
- January - Launch of Safer Together
- February - Gold Investors in People Award
- March - Oil price war erupts
- March - COVID lockdown

And our journey began....

Ramping up COMMUNICATION across the board

Safer Together - We CARE, We SUPPORT & We PROTECT

Continual ENGAGEMENT & feedback through our group forums

Ramping up communications across the board



Stop, reassess
and then
determine next
steps

Type and
amount of info
being shared

Communication
channels

Personal
interaction

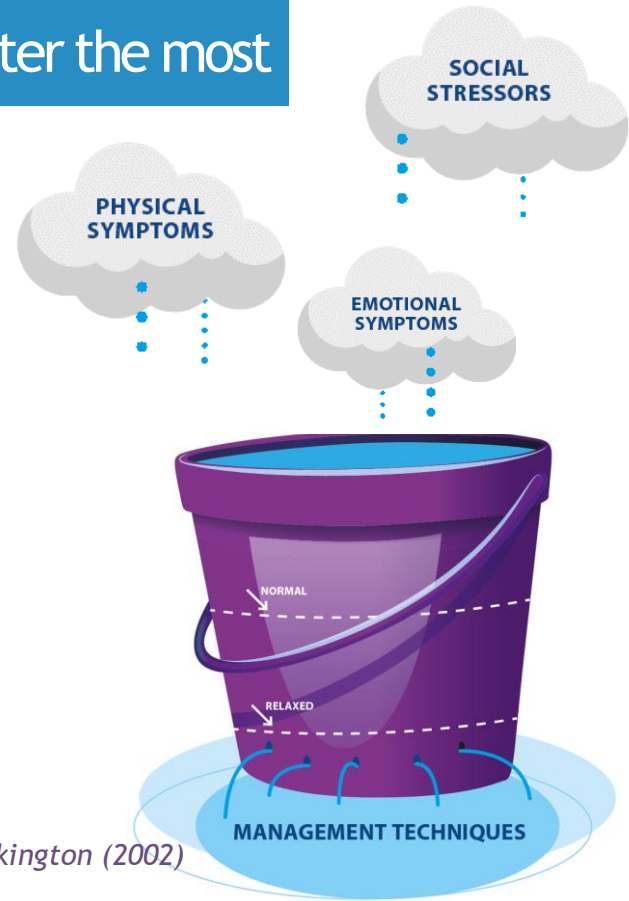
Provide a
framework
and tools

Recognising and discussing the topics that matter the most

WE CARE.

WE SUPPORT.

WE PROTECT.



Developed from an idea by Brabban & Turkington (2002)



Continual ENAGAGEMENT & feedback through group forums

over a
100
employee
representatives

TWO-WAY
CONVERSATION

onshore and offshore
employee representatives

ELECTED BY THEIR PEERS

VIRTUAL **LEADERSHIP** VISITS

In summary:

- Clear, factual and consistent messages
- Use varied channels
- Encourage feedback
- Be flexible
- Adapt
- Keep going

We Care. We Support. We Protect. We are  **SAFER**
TOGETHER



A Fluor Company

Thank you for listening