

## SNAPSHOT: HEALTH, SAFETY AND ENVIRONMENT



**TIDEWATER**  
Midstream and Infrastructure Ltd.

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LOCATION  
Calgary, AB



***“Following the amalgamation of several companies, implementing ESP gave Tidewater the ability to reset and define what our process should be.”***

Scott McLean, Vice President of Health, Safety, Environment and Regulatory

### Tidewater Midstream Modernizes HSE Processes and Engages Staff Using Energy Success Platform (ESP)

Tidewater has rapidly grown through acquisition since 2015, acquiring multiple operating areas from large and small companies. They inherited HSE processes from each along the way. Tidewater’s previous HSE system allowed forms to be submitted for tracking but offered little flexibility to optimize processes and had limited reporting capabilities. Their previous system also provided little ability for Tidewater users to make any configuration changes. This prevented Tidewater from being able to make improvements to their processes. Tidewater had plans for continued growth and needed a solution that could scale with their company.

Hundreds of Tidewater staff had submitted thousands of HSE events into the previous HSE system. Tidewater wanted to ensure this valuable trove of information would be brought forward into any new HSE system that was selected.

## The Solution

***“ESP allows us to continuously evolve our process to make them better. The training ESP provided gave us confidence we could do it ourselves improving over time”***

Jordan McCrindle, HSE Supervisor Midstream

### Revamped and Standardized Processes Deployed across the Organization

ESP is flexible enough to reflect the processes you have today, and robust enough to support the processes you will have in the future.

With ESP, Tidewater was able to standardize their processes across their different areas allowing for great discussions on how the HSE process would work best for the organization. This ability has resulted in strong buy-in from field staff and lets HSE staff focus on a culture of continuous improvement. Tidewater has 10 different HSE processes managed in ESP and are continuing to add more. ESP lets your processes evolve as your company matures.

Over 60% of Tidewater’s staff log in to ESP to participate in their HSE process.

### Empowering the Staff with the Skills to Make Process Improvements

Tidewater’s key champions and administrators wanted the ability to refine their processes and data being captured over time. They appreciated ESP’s implementation method, including emphasis on change management principles, and empowering the client with the skills to make those changes.

The administrator training program enabled Tidewater to participate directly with the change in process influencing what the ultimate process looked like within ESP. Administrators can now receive feedback from field staff about the HSE forms and have changes deployed to the field within minutes.

### Smooth, Easy Transition from Existing System into a New, Better Way to Manage Work

One of the biggest reservations when changing a process or system is that it won’t go smoothly, or the change won’t be accepted by the team.

Tidewater’s migration into ESP occurred during December with a hard deadline at the end of the month.

ESP’s ability to quickly analyze the existing process, map out new processes and then migrate the historical data made the change to ESP seamless. Even the less tech savvy workers transitioned into ESP with minimal upset, thanks to the mobile app and intuitive user experience on the web.

## SUMMARY

During an implementation, ESP partners with clients to discover and implement the best process to match their immediate and long-term goals. Working with Tidewater’s experienced staff that had been at mature organizations allowed for many innovations both in process and technology to take place.