Incident Reporting and Investigation Procedure

This document applies to all Gulf Oil International group owned and operated manufacturing facilities and warehouses and all employees, contractors, customers, visitors, and agency representatives inside the facilities and warehouses.

This procedure must be read together with the Gulf Oil Safety Manual for reference to minimum safety standards. This procedure is a key step to achieving Goal Zero.

An incident is typically a near miss or accident that may have resulted from an unsafe act or unsafe condition. These terms are described below.

Definitions

**Incident:** An unplanned event or chain of events that have, or could have, resulted in an adverse health, environmental or safety consequences. This includes: injury or illness, or damage to assets or the environment.

**Near Miss:** An unplanned event or chain of events which could have, but did not actually result in unintended injury or illness, or damage to assets or the environment. For example: an unsecured load dropped from height and landed next to but did not injure a person, an operator is overexposed to chemicals but did not result in illness, a worker trips over a cord but avoids a fall by grabbing a nearby pole.

**Accident:** An unplanned event or chain of events which resulted in injury or illness, or damage to assets or the environment. For example: an operator arm is trapped in a machine and caused injury to their arm, a chemical spill damages the environment, or an explosion causes building damage.

**Unsafe condition:** A condition that creates a hazard that is likely to cause injury, illness or damage to assets or the environment. For example: defective equipment, poor housekeeping, an unsecured load, poor ventilation, lack of guarding on machinery, inadequate lighting, waste going into the wrong waste stream.

**Unsafe act:** An act performed that could result in injury, illness or damage to assets or the environment. For example: Not using PPE, exceeding equipment operating conditions, horseplay, using the wrong tool for the task, using defective equipment, incorrect lifting techniques.

**Injury:**
- Fatality – a death resulting from a work-related injury or occupational illness
- Injury – any injury from a single exposure such as a cut, fracture, sprain, amputation etc.
- First Aid Case – a single treatment of minor scratches, cuts, burns, splinters, etc. that do not normally require medical care by a doctor
- Medical Treatment Case – a work related injury that involves neither lost workdays or restricted workdays, but which requires treatment by a doctor or other medical specialist (excluding first aid)
- Lost Time Injuries (LTI) – sum of injuries resulting in fatalities, permanent total disabilities and lost workday cases, but excluding restricted work cases and medical treatment cases
Procedure – Immediately after incident

1. To the extent practical, the following actions must be taken immediately after the incident has occurred:
   - Take prompt emergency action (e.g. first aid)
   - Follow emergency response plan to make the area safe (this may need to be done first)
   - Secure the incident scene as appropriate until all evidence has been gathered and area is safe to resume work
   - Obtain a written account of the incident from each eyewitness
   - Collect evidence of operating conditions, operating procedures, relevant permits and work orders, comments of physical condition of the incident site, position of valves, activated alarms
   - Record names of all personnel who were in the area, their position, and their company

2. Take corrections (i.e. immediate remedial actions) to fix the immediate cause(s) and problem.

3. Notify appropriate parties using risk score and Escalation and Action Matrix (see ‘Incident Reporting and Investigation Template’).

Procedure – Follow Up Investigation and Report

1. Rank the incident and give a risk score using Risk Scoring Matrix (see ‘Incident Reporting and Investigation Template’).

2. Notify appropriate parties using risk score and Escalation and Action Matrix if not already done so.

3. Open an investigation no later than 24 hours after the incident.

4. Complete an Incident Report using template within 7 days.

5. Share the completed Incident Report as per Escalation and Action Matrix and within timescales.

6. Implement actions as described in the Action Plan in the Incident Report in a timely manner.

7. Follow up Action Plan implementation to ensure completion and effectiveness.

8. Communicate lessons learned to employees, contractors, and GOI.