



Instruction Document: Dispatch Incident Reporting - HSE

Document Number: Instruction Document – Incident Reporting - HSE	Revision No: 000	Approval Date: August 29, 2017
Name and Position of Document Approver: Colin Fraser, Lead - Logistics		

PURPOSE & SCOPE

- This instruction document outlines the minimum requirements that must be met when reporting an HSE related incident.

ROLES & RESPONSIBILITIES

The instruction document activities described below must be completed by competent personnel. Every effort has been made to ensure the accuracy and reliability of this information.

1) Implementation

- The Lead - Logistics provides direction to Coordinators and provides resources to allow consistent rollout, training, implementation, and evaluation of all procedures; as well as ensuring implementation of this instruction document.

2) Supervision



- The Coordinator team performs the activities of this service under the supervision of the Lead - Logistics.

3) Risk Management

- The Lead - Logistics oversees requirements for the communication, implementation and monitoring of this instruction document. It is the responsibility of the Lead - Logistics to assess operations against documented processes.

4) Other (if applicable)

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TASK	STEPS	NOTES/HAZARDS/ COMMENTS
PRE-JOB PREPARATION		
Preparation 	<ol style="list-style-type: none"> 1. Determine if the incident is HSE or Quality related. HSE related examples would be injuries, MVI's, spills, and so on. 2. If the incident is Quality related and not HSE, refer to WI: Incident Reporting – Quality. 	
Tools/Equipment Required 	<p>Ensure that you have the following items before you begin:</p> <ol style="list-style-type: none"> 1. Access to dispatch email 2. SCORE software open on the dispatch computer 3. Access to phone and internet 	All coordinators should have the ability to send and receive e-mails from their respective dispatch's shared e-mail account.
INSTRUCTION DOCUMENT		
	<ol style="list-style-type: none"> 1. Obtain as much information as you can from the supervisor on location. Ensure this is written down accurately. Make sure the information contains (but is not limited to) the following: <ol style="list-style-type: none"> A) Time and date B) Location, rig, operating company C) Personnel and units involved D) Nature of the incident E) Injuries or equipment damage (if any) F) Immediate action needed, if applicable (vehicle recovery, medical attention, etc.) 	
	<ol style="list-style-type: none"> 2. As appropriate, instruct the Supervisor to: <ol style="list-style-type: none"> A) Gather witness statements from the crew B) Take pictures of the scene C) Complete a scene sketch D) Secure relevant documentation (STEACS Briefings, JMP) <p>Do not have him enter the incident into eService.</p> 	All units should have Incident Reporting Packages. Packages can also be found in SCORE>Document Control>Incident Reporting Package
	<ol style="list-style-type: none"> 3. Email the relevant DSLM and Team Leads with details of the incident. If an out of town crew was performing this work, email both the DSLM from their district and the DSLM in charge of the district where the work is being completed. 	
	<ol style="list-style-type: none"> 4. Enter the incident into SCORE, depending on activity levels. If activity is too busy in dispatch, you may request that the DSLM or Team Leads enter it. Communicate this clearly. 	

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	5. The SCORE Notification e-mail will be sent once the incident has been submitted past draft. This may only be forwarded to the OSR with approval from the Client Solutions Rep for the account.	

If there any requests or discrepancies are found in this instruction document, please complete an MOC (if required) and email Instructions@sanjel.com to review.