


Correction Criteria	
Issue	Instructions
Email Address Typo	<p>Is the Error in Email Body Content or Distribution Lists/Recipients?</p> <ul style="list-style-type: none"> • DL – if a Distribution List address has an error, resend to ALL. • Caller – If the caller’s email address is incorrect, cross-check with members of the Distribution List. If caller is already included on a DL, no need to resend. • If caller’s email address is not in the DL, <u>only</u> resend to them (caller) <p>Error in Report (attachment) If the error is in the Person Responsible for Completing the Report, no need to resend.</p> <ul style="list-style-type: none"> ➤ If an employee requests to have the “Crestwood Employee Responsible for Completing Report” field changed to another employee after the report (email) has already been sent, update the name on the report and then resend the corrected report (email) <u>only</u> to the original employee listed and the new employee that was added. <ul style="list-style-type: none"> ○ FYI - The “Crestwood Employee Responsible for Completing Report” field is referenced in the email as “An incident report will be initiated in the Enviance System and assigned to.....”
Address/State	<p>Is the Error <u>in Email Body</u>?</p> <ul style="list-style-type: none"> • If the facility is correct, no need to resend.
	<p>Is the Error <u>in Report</u>?</p> <ul style="list-style-type: none"> • If any part of the address is incorrect, resend to ALL.
Category	<p>Drill vs another Incident Category</p> <ul style="list-style-type: none"> • Was this sent as a drill, but was an actual incident? • Was this sent as an incident, but was a drill? <p>If Yes, correct & resend to ALL.</p>
Impact to Distribution Lists	Yes, resend.

WHAT TO DO IF A CORRECTION IS NEEDED:

OPERATORS:

	<p>ATTENTION:</p> <ul style="list-style-type: none"> ➤ Operators are NEVER to <u>send</u> a corrected report regardless of the mistakes or corrections required. ➤ Corrections are only to be made within 24 hours of the original notification time. ➤ A supervisor will decide if a correction can be made past the allotted time.
---	--

1. Operator will immediately make verbal notification to the HSER On-Call Team Member and advise them of the correction (This ensures they have accurate information)
2. Operator will send an email to their Supervisors and advise them of the correction.

SUPERVISORS:

1. Supervisors will determine if the correction is needed based on criteria provided by Crestwood.
2. If correction is within criteria provided by Crestwood, a Supervisor (not the operator) will update and resend the corrected report, in the proper format.
3. The Supervisor will also update the Enviance report with the necessary changes.
 - A corrected copy will be sent to all personnel who received the original report, plus anyone who needs it based on the new information.

To correct a report that falls under the allotted time frame:

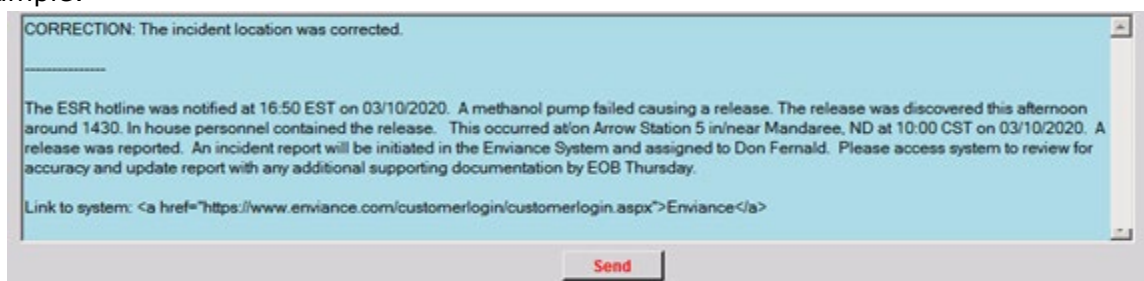
- Open the original report from the appropriate incident log by clicking "Revise"
- Once the report is open, make your correction(s) to the report.
- Submit the report when complete.
- Once the "*Crest Email Form*" pops up:
 - Put "**CORRECTED**" in the subject line. Example:

Email Subject

Hotline Notification 20200214: ND, Property Damage (CORRECTED)

- At the beginning of the email body, add the following statement including dashes:
CORRECTION: **(add details of correction here) was corrected.**
 - Phrases: Missing Distribution List, Incident Category, Address/State

Example:



CORRECTION: The incident location was corrected.

The ESR hotline was notified at 16:50 EST on 03/10/2020. A methanol pump failed causing a release. The release was discovered this afternoon around 1430. In house personnel contained the release. This occurred at/on Arrow Station 5 in/near Mandaree, ND at 10:00 CST on 03/10/2020. A release was reported. An incident report will be initiated in the Enviance System and assigned to Don Fernald. Please access system to review for accuracy and update report with any additional supporting documentation by EOB Thursday.

Link to system: Enviance

Send