

# Huracan Incident Management Standard

Huracan Pty Ltd



## Incident Management Standard Revision History

Rev	Author	Reviewer	Date	Revision Comments
1.0	K. Hollingworth	J. Hollingworth	23-Jul-2014	First Edition of Document
1.1	K. Hollingworth	J. Hollingworth	15-Jul-2016	HIMS added and minor format changes
1.2	K. Hollingworth	J. Hollingworth	13-Jul-2018	Document review and minor format changes
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## 1 DOCUMENT CONTROL

### 1.1 REVIEW AND UPDATE PROCEDURES

This document is a 'live' document that shall be reviewed and updated as per the Huracan Document Control and Revision Standard.

It is also to be reviewed immediately after any of the following occur;

- Major operational incident (i.e. increased apparent risk)
- Significant operational, procedural, work practice or technology change
- New or amended safety codes, safety requirements or standards are issued.
- When required by relevant State and Federal Government legislation.

Huracan Management is responsible for the review and revision of this document. The updated document is to carry a new revision date, and are circulated once the revision has been approved, by the following levels of Management:

- Operations Manager – Huracan.
- HSE Manager – Huracan.

### 1.2 DISTRIBUTION

Requested changes to the Distribution List are to be addressed to Huracan Management.

### 1.3 DOCUMENT UPDATES

Only registered copies of the document shall be updated. This document becomes uncontrolled when printed.

### 1.4 DOCUMENT PUBLICATION AND DISPLAY

This document shall be displayed at all times and shall be open for inspection by anyone to whom the Standard or part of the Standard may affect or apply to.

### 1.5 DISPLAY LOCATIONS

This document shall be available for display at the following locations;

- Huracan Office
- Huracan Internal Website

## 2 OVERVIEW

### 2.1 HURACAN GENERAL CODE OF BEHAVIOUR

Huracan Management requires full compliance with the Standard. Infringement of the standards contained in this document shall be regarded as a serious breach of the Huracan code of behaviour and shall result in disciplinary action, which may include counselling or dismissal. Failing to follow safety instructions, deliberately interfering with safety equipment and systems, deliberate damage to

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equipment, stealing, vandalism, fighting, practical jokes and horseplay shall not be tolerated and are considered to be serious breached of the Huracan Code of Behaviour.

## 2.2 TERMINOLOGY

Term	Definition
Incident	Any unplanned event resulting in, or having the potential for, damage to people, property or the environment.
Event	An occurrence which interferes with normal operations
Hazard	A situation in the workplace that has the potential to harm the health and safety of people, the environment or to damage plant and equipment.
Injury	Any physical or mental damage to the body caused by exposure to a hazard.
Near Miss	An incident that could have resulted in an injury or illness to people, danger to health, and/or damage to property or the environment.
Notifiable Incident	An incident reportable to the department of Work Health Safety Queensland or other Regulator.
Worker	A An employee or contractor.
First Aid treatment	FA – any one-time treatment and subsequent observation of minor medical occurrences which do not require professional medical care i.e. scratches, cuts, burns, splinters etc.
Medical Treatment Injury	MTI – any work-related incident that resulted in a person sustaining a loss of consciousness, injury or occupational illness requiring more than first aid treatment by a medical practitioner or registered medical personnel, but not resulting in lost time.
Lost Time Injury	LTI – an work related incident that resulted in a fatality, a permanent disability or time lost from work of one day/shift or more

## 3 STATEMENT OF STANDARD

The purpose of this Standard is to provide guidelines and information to allow effective reporting and investigation of all QHSE incidents, accidents, injuries, hazards, near misses, non-compliances and system failures.

## 4 OBJECTIVE

The objective of the Incident Management Standard is to;

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- Identify the cause factors and to recommend preventative actions that will eliminate or minimise the risk of a similar incident recurring

This procedure will explain the reporting and investigation requirements to ensure compliance with Huracan Health and Safety Management System

## 5 SCOPE

This Standard applies at all times to all Huracan locations, Huracan employees and relevant contractors.

## 6 RESPONSIBILITY

### 6.1 MANAGEMENT

Have the immediate responsibility to ensure that incidents or hazards are reported, recorded and if needed investigated as per this procedure.

### 6.2 HSE

Investigate events and incidents as determined by the risk score;  
Facilitate effective actions to prevent reoccurrence of unwanted event;  
Prepare all documentation, reports and findings for communication to the relevant parties;  
Establish and maintain effective relationships between all parties involved  
Where a person is injured from an unwanted event occurring, liaise with the relevant medical personnel and facilitate an open communication for the safe return to work

### 6.3 WORKERS

All personnel shall be responsible for reporting any Incident, Near Miss or Hazard observed or otherwise noted.

## 7 INCIDENT MANAGEMENT PROCEDURE

When an incident occurs, it is important to respond and investigate appropriately to learn from them and prevent reoccurrence.

### 7.1 IMMEDIATE RESPONSE FOLLOWING AN INCIDENT

The immediate safety and health of employees, visitors and the public must be the primary concern immediately after an incident. Activities related to the subsequent investigation are important, but they are secondary. All incidents should be investigated as soon as possible after the incident and actions taken to eliminate or minimise the risk. Where a person becomes aware of an incident, the must initiate action to:

- Ensure the safety of all persons in the area

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- Provide first aid as required
- Make the site safe
- Activate the Huracan Emergency Management Standard as required
- Notify their Supervisor and/or the person responsible for the site or activity as soon as possible
- Minimise the risk of further impact or incidents
- Preserve the incident scene in case an investigation is required (internally, &/or externally)
- Barricade the incident site
- Record details (sketch site layout, take photos if safe to do so, gather information & documentation)

Await confirmation from Management before departing the site &/or removing any evidence from the incident scene.

## 7.2 NOTIFICATIONS AND CLASSIFICATION

### 7.2.1 INCIDENT NOTIFICATION

All incidents must be reported to the Operations Manager through relevant chains of reporting. The Operations Manager shall notify the relevant persons, which may include personnel within the management team i.e. Business Unit Manager, Quality Manager, and external parties as required i.e. the Client, Regulator.

The Operations Manager must classify the incident which will determine internal and external notification requirements using this document as a reference.

### 7.2.2 INCIDENT CLASSIFICATION

Using the HSE Classification matrix in [Appendix C](#), determine the severity of the incident. The Operations Manager may seek legal advice in determining the classification level of an incident as required. The classification level will determine the notification and investigation requirements. As an example, a Major incident shall be investigated using the system within the Huracan Information Management System (HIMS).

### 7.2.3 REPORTABLE AND NOTIFIABLE INCIDENTS

If an incident has been classified as a reportable or notifiable event (to the relevant Government Body), the Huracan Operations Manager shall report the incident to the relevant regulator. The types of incidents that must be notified to the State / Territory WHS Regulator &/or Petroleum Regulatory Body includes:

- Death
- Medical treatment within 48 hours of being exposed to a substance (e.g. Hydrochloric acid)
- Immediate hospital treatment as an in-patient

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- Any incidence of a person being affected by poisoning or exposure to toxic gas or fumes; or
- Immediate medical treatment for:
  - Electric shock
  - Amputation
  - Serious head injury
  - Separation of skin from underlying tissue (for example de-gloving or scalping)
  - Spinal injury
  - Loss of bodily function (e.g. use of bladder, paralysis of an arm)
  - Serious laceration
- Dangerous occurrences (WHS Act 2011, s37):
  - An uncontrolled escape, spillage or leakage of a substance; or
  - An uncontrolled implosion, explosion or fire; or
  - An uncontrolled escape of gas or steam; or
  - An uncontrolled escape of a pressurised substance; or
  - Electric shock; or
  - The fall or release from a height of any plant, substance or thing; or
  - The collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
  - The collapse or partial collapse of a structure; or
  - The collapse or failure of an excavation or of any shoring supporting an excavation; or
  - The inrush of water, mud or gas in workings, in an underground excavation or tunnel;
  - The interruption of the main system of ventilation in an underground excavation or tunnel; or
  - Any other event prescribed under a regulation, but does not include an incident of a prescribed kind. Additional State / Territory WHS circumstances that require notification include:

Queensland – if an injured person is absent from work for more than **four (4)** normal working days

Western Australia – if an injury to an employee prevents them from working for more than **ten (10)** working days

Northern Territory – an injury where a person is likely to be absent from work for more than **five (5)** working days

ACT – an injury to an employee where they are absent from work for more than **seven (7)** working days

State	Reporting Timeframe	Reporting Method
Queensland	The fastest possible means (by telephone or writing) Written within 48 hours (as advised by the Regulator)	DME – 1800 657 567 Explosives Emergencies – 1300 739 868 Written notification
South Australia	Verbal immediately after the incident; then Written within 24hrs	SWSA: 1800 777 209 PIRSA: (08) 8226 0549 Written notification

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Victoria	Verbal immediately after the incident; then Written within 48hrs	136 186 Written notification
Western Australia	Verbal Immediately after the incident	Petroleum Div: 0427081863 Environment Div: 0419 960 621 Resources Safety Division: 9480 9096
Tasmania	Verbal Immediately after the incident; then Written within 48hrs	By phone (1300 366 322) Written notification
Northern Territory	Verbal immediately after the incident; then Written within 7days	WorkSafe administered H&S emergency: 1800 019 115 or (08) 8999 5460 / 0401 119 456
New South Wales	Verbal Immediately after the incident	Worksafe 13 10 50 DPI 02 6391 3585 OHS Unit FAX (02) 6391 3507
ACT	Verbal immediately after the incident; then Written within 7days	02 6205 0200 Written notification

### 7.3 INVESTIGATION

The investigation should commence as soon as practicable and within 24 hours of the event occurring. Dependent upon the classification level of the incident/event;

- Light - Low <1: Report only – complete the Event Notification Form within 48 hrs of the event
- Serious - Moderate >1 < 100: Report the incident immediately and Start the investigation within 24 hrs using the Huracan Incident Management System
  - Following the structure within HIMS, complete only the relevant sections of the document i.e. injury, quality non-conformance, environmental or asset damage.
- Major or Catastrophic >100: Investigate within 8hrs using the HIMS

Huracan Client/s may participate somewhat in the investigation process i.e. providing specific questions to be answered, setting reporting timeframes)

Any person leading an Investigation classified as Serious or higher must be appropriately trained and competent in the applicable investigation technique.

The Incident Investigation Report includes an Investigation Plan which may assist the investigation team in compiling the necessary information and evidence. Witness Statements should be collected for all personnel involved in the incident. This should be written on the Witness Statement Form available in [Appendix D](#).

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#### 7.4 ACTIONS AND REPORTING

All actions determined by the investigation process shall be captured within HIMS for tracking and close-out. Actions and recommendations should be SMART to reduce the likelihood of a repeat incident:

- Specific – They should be specific and not vague (e.g. “Operators to take more care” is too vague)
- Measurable – It should be possible to measure the achievement. If an action is set, there has to be a method to prove that it has been achieved.
- Achievable – The action must be realistically achievable. If it is set too high for the circumstances, not only will it be irrelevant but it will ensure failure.
- Relevant – The action should be relevant. Consultation with the person receiving the action is more likely to result in this.
- Time – Actions should have an appropriate time frame for completion that is agreeable by the person receiving the action and the person assigning it.

Actions must be approved by the management team and discussed with the relevant person (assigned to) to ensure the action/s can be completed. All incident statistics need to be analysed to identify trends enabling further preventative measures to be identified and implemented to prevent reoccurrence. Some actions may need to also be managed using the management of change (MOC) process i.e. where QHSE Systems require change. This shall be documented on the relevant MOC form.

Investigation findings including actions shall be communicated to all relevant personnel i.e. discussed during safety meetings, email notification.

##### 7.4.1 RECORDS AND DOCUMENTATION

All records and documentation shall be uploaded to HIMS and Document Control and Record Management including:

- Records of the general incident to be retained (archived) for seven (7) years;
- Records of occupational illnesses or injuries to be retained (archived) thirty (30) years;
- Records of notifiable incidents to be retained indefinitely.

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**APPENDIX A – HURACAN RISK MATRIC**

Control Measures		MITIGATION ↑	Very Low	Low	Medium	High	Very High
			1	2	3	4	5
PREVENTION ←			LIKELIHOOD →				
Multi-Catastrophic	5	SEVERITY	5 MC	20 MC	15 MC	20 MC	25 MC
Catastrophic	4		4 C	8 C	12 C	16 C	20 C
Major	3		3 M	6 M	9 M	12 M	15 M
Serious	2		2 S	4 S	6 S	8 S	10 S
Light	1		1 L	2 L	3 L	4 L	5 L

Likelihood	Description
Very Low	Incidents not known to have occurred
Low	Incidents occurring less than once per year in the industry
Medium	Incidents occurring once or more per year in the industry
High	Incidents occurring once or more per month in the industry
Very High	Incidents occurring once or more per week in the industry

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**APPENDIX B – RESIDUAL RISK APPROVAL**

	Segment Generic	Function Generic	Local Specific
Documenting JSA	Segment Ops Support QHSE Staff, Subject Matter Experts	Function Staff Subject Matter Experts	Location task/process owner Local Subject matter expert Local team leader
Validating JSA	Segment Ops Support Manager	Function Manager	Location Manager
Approving a JSA with Insignificant and Low Residual Risk	No further approval required.		
Approving a JSA with Medium Residual Risk	As for Validating JSA		Operations Manager
Approving a JSA with High Residual Risk	Company Director		
Approving a JSA with Extreme Residual Risk	Approval not permitted		

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## APPENDIX C – HSE CLASSIFICATION

LOSS CATEGORY		SEVERITY	-1 LIGHT (L) Client + Huracan \$ Loss <10K Days (LWDC or RWDC) < 1	-2 SERIOUS (S) Client + Huracan \$ Loss >10K - < 100K Days (LWDC or RWDC) > 1 - <100	-3 MAJOR (M) Client + Huracan \$ Loss > 100K - < 1000K Days (LWDC or RWDC) > 100	-4 CATASTROPHIC (C) -5 MULTI-CATAST. (XC) Client + Huracan \$ Loss > 1000k Loss of Life (fatality)
HEALTH	Illnesses		- Medical Case or First aid	- Temporary disability - Any illness involving 1 day or less hospitalization of any party - Radiation exposure above Huracan dose limits ref Std. 18	- Permanent disability - Any illness involving more than 1 day intensive care by any party	
	Injuries		- Medical Case or First aid, return to normal duties by next day	- Temporary disability - Any accident involving 1 day or less hospitalization of any party	- Permanent disability - Any accident involving more than 1 day intensive care by any party	
SAFETY	Personal Security		- Any physical aggression not involving a firearm, resulting in loss of personal effects (<10K) or light injury	- Abduction/kidnap express with loss of personal effects (>10K - <100K) - Any physical aggression not involving a firearm, resulting in loss of personal effects (>10K - <100K) or serious injury - Traveling to Medium or High Risk Regions/Cities/Locations without authorization. - Extortion, intimidation (via phone, email, post, etc.). - Any physical aggression, resulting in loss of Huracan or Contractor vehicle (>10K - <100K)	- Kidnapping with death threat and ransom >100K to < 1M - Any physical aggression involving a firearm, regardless of loss of personal effects - Any physical aggression resulting in more than one day of intensive care or medivac - Any physical aggression taking place in the home or residence - Life threatening calls/threats. - Any physical aggression, resulting in loss of Huracan or Contractor vehicle (>100K - <1M)	- Death of one person due to armed aggression. - Kidnapping with death threat and ransom >1M to < 5M (not including Military or Police personnel assigned to protecting Huracan personnel or assets). Multi Catastrophic - Death of more than one person due to armed aggression. - Multiple kidnappings with death threats and ransoms > 5M (not including Military or Police personnel assigned to protecting Huracan).
	Automotive (Light, Heavy)		- Low speed (<12mph/20 kph) rollovers involving off-road vehicles such as buggy or tracked vehicles - Any minor accident not falling into another category	- Low speed (<12mph/20 kph) rollovers involving heavy vehicles or light vehicles - Any Huracan or third party vehicle that cannot be driven from the scene - Any accident that causes any Huracan or third party vehicle to leave the roadway at a speed > 12 mph/20kph - Intersection or rear-end collision with our vehicle moving at more than 12mph/20kph	- Any rollover involving any vehicle occurring greater than 12mph/20kph	
	Property (Vehicle, Other)		- Damage to any Huracan vehicle legally parked and unoccupied		- Any loss or theft of radioactive sources or explosives or dual use or precursor chemical, other than in a well, even if temporary	
	Information Security (See IT Security standard)		- Unauthorized software in use on an Huracan computer. Inappropriate use of SINet computing assets - Access of employees / contractors no longer employed - Failure to comply with TOP-12	- Unauthorized use of information labeled as Huracan-Private - Third party access to SINet through an unsecured computer or network - Disclosure of computer access passwords, PINs, etc. - Loss of computing / communication equipment with Huracan-Private data or encrypted Huracan Confidential or Secret Data	- Unauthorized use of information labeled as Huracan-Confidential - Virus infection spread across multiple sites - Significant outage of critical computing or network assets - Loss of computing / communication equipment with un-encrypted Huracan-Confidential data	- Unauthorized use of information labeled as Huracan-Secret - Uncontrolled access to Huracan networks from the Internet or other network - SINet-wide virus causing significant business disruption - Loss of computing / communication equipment with un-encrypted Huracan-Secret data

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APPENDIX D – WITNESS STATEMENT

Witness Information											
Name: (Please Print)				Worksite Description:							
Address:											
Town:											
Postal Code:											
Contact Number:											
Date and Time of incident: (DD,MM,YYYY HH:MM)											
Location:											
Type of Incident/ Injury											
		Injury/Illness		Property Damage		Vehicle		Potential/Near Miss	Fire	Spill	Other
The purpose of this statement is to establish written facts by you, the witness. Please include all observations contributing factors leading up to the event being investigated.											