



Oil Sands Technical & Upstream Services (OSTUS)
Drilling, Completions & Logistics (DCL)

Incident Management Standard for Contractors

Effective: 1 January 2016 Owned by: Manager H&S Reviewed every 3 years
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1. PURPOSE

To ensure that incidents are managed to a high level of quality by Drilling, Completions & Logistics (DCL) contractors. Incident management quality has been determined by and is defined in the governance documents of the Safety Step Change Task Force and Suncor Operational Excellence Management System (OEMS) Element 12 - *Incident Management*.

2. SCOPE

This standard applies to all contractors working for Suncor Drilling, Completions & Logistics (DCL).

For any **incident* resulting in an injury classification of *First Aid* or greater severity (as per the Suncor EH&S Classification of Occupational Injuries and Illness Standard), or with the potential for loss assessed at a Risk Rank of 3, 2 or 1 as per the Suncor Risk Matrix, a full incident investigation must be conducted and an executive summary presented to Suncor within 5 days, containing at minimum:

1. A comprehensive timeline of the events before, during and after the incident.
2. A comprehensive description of the incident.
3. A comprehensive list of all causes of the incident, including both immediate / direct causes, as well as basic / root causes.
4. A comprehensive root cause analysis that clearly identifies, describes and evaluates all management system failures associated with the incident.
5. A list of corrective actions that are specific, measurable, achievable, realistic, and time-bound (SMART), and that are tied directly to the identified causes – there must be *at least* one SMART corrective action for every identified cause.
6. An implementation plan for the corrective actions: a list of who will do what by when, and a plan for communicating the action closures to Suncor.
7. A safety alert bulletin for wide distribution that includes a description of the event and why it happened, all lessons learned, and recommendations for the prevention of recurrence.
8. Supporting documentation – at minimum, documents to accompany the incident investigation and executive summary report *must* include:
 - A copy of the Field Level Hazard Assessment for the task being performed at the time of incident.
 - Training and competency profiles for all individuals involved in the incident (company training matrix and copies of individual certificates at minimum).
 - Photos taken (in a proven-safe, gas-monitored atmosphere under camera permit from a Suncor supervisor) of people / equipment / materials / environment factors involved in the incident. Where size, scale and distance are applicable, appropriate signifiers or descriptors must be within or attached to the photos in order to convey a proper perspective for the reviewer.
 - A site sketch or diagram that indicates locations and relative distances of people / equipment / materials / environment factors.

- A copy of the Safe Work Procedure / Standard Operating Procedure / Safe Work Practice / Job Hazard Analysis / Job Safety Analysis or any similarly-termed, similarly-purposed document associated with the operation taking place at time of incident.
- A copy of any “Hazard Identification” reports submitted by individuals on the project which are thematically associated with any of the identified causes of the incident in question.
- Inspection, maintenance (including the preventive maintenance schedule), and certification records for any equipment associated with the incident.
- Witness statements from each involved or associated individual that are detailed, specific and legible.

Additional documentation may be requested – it is expected that any documentation relevant to identified causal factors be included with the incident investigation report submission.

For incidents involving personal injury that require medical attention, the contractor will provide the applicable Suncor supervisor with regular updates by telephone regarding the status and location of the injured worker at no greater than 3 hour intervals, until such time as an official injury classification has been made by Suncor as per the Suncor EHS Classification of Occupational Injuries and Illness Standard.

* *incident* = unplanned event resulting in loss or with the potential for loss under slightly different circumstances

From the **Suncor EHS Classification of Occupational Injuries and Illness Standard:**

First aid*

The first aid classification is limited to any one time treatment and subsequent observation of minor scratches, cuts, burns, splinters and so forth, which do not require medical treatment even though provided by a physician or a registered medical professional. The following are considered to be first aid treatments:

1. Treatment of first degree burns (may depend on size of exposure area)
2. Application of bandages during any visit by medical personnel
3. Removal of foreign bodies not embedded in the eye
4. Removal of foreign bodies from a wound, if the procedure is uncomplicated (i.e. using tweezers, etc.)
5. Use of non-prescription medications and administration of a single dose of prescription medication on the first visit for minor injury or discomfort
6. Soaking therapy during an initial visit to medical personnel, or removal of bandages by soaking
7. Application of hot or cold compresses during the first visit to medical personnel
8. Application of ointments to abrasions prevent them from cracking or drying
9. Application of heat therapy during the first visit to a medical professional
10. Use of whirlpool bath therapy during the first visit to a medical professional
11. Hospitalization for observation, where no medical treatment was rendered - [observation is ongoing so should be first aid]



Risk Matrix.pdf