

MPM/HSE/GD/38/00

SEPTEMBER 2020



**PETRONAS**


**MALAYSIA PETROLEUM MANAGEMENT**


**INCIDENT NOTIFICATION,  
INVESTIGATION AND REPORTING  
GUIDELINES  
(Major & High Potential Incidents)**


**REVISION 0**


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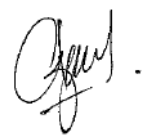
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### DISTRIBUTION LIST

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## AMENDMENT SUMMARY

The Amendment Summary must be updated after each revision. The details must include but not limited to revision number, description (e.g. pages or paragraphs that have been modified, updated or deleted), date of revision approval, designation of approver and signature.

<b>Rev</b>	<b>Description</b>	<b>Date</b>	<b>Designation of Approver</b>	<b>Signature</b>

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## **PREFACE**

Malaysia Petroleum Management ("MPM") Incident Notification, Investigation and Reporting Guidelines ("INIR Guidelines") serves as a guideline for Petroleum Arrangement Contractors ("PACs") to manage Health, Safety and Environment ("HSE") incident notification, alert, investigation report and lesson learnt for any major and high potential incidents occurred within PACs' oil and gas operations and activities. This INIR Guidelines is to be read together with Volume [3] Health Safety and Environment of the PETRONAS Procedures and Guidelines for Upstream Activities ("PPGUA").

This INIR Guidelines shall utilize MyHSE online system as the medium for document or form submission purposes relating to HSE incident notification, alert, investigation report and lesson learnt for any major and high potential incidents occurred within PACs' oil and gas operations. It is a living document and will be reviewed as and when required.

The right to use or refer this INIR Guidelines rests with two (2) categories of users:

- i. MPM, PETRONAS; and
- ii. PACs.

## LANGUAGE CONVENTION

In this INIR Guidelines, the recommendations for a course of action are made with varying degrees of emphasis. As a rule:

- i. **'shall'** indicates a course of action with a required, mandatory status within the Business Units or Assets. The English language equivalent or interchangeable term of "shall" is "must."
- ii. **'should'** indicates a preferred course of action.
- iii. **'may'** indicates a possible course of action.

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### REFERENCE DOCUMENTS

<b>No</b>	<b>Document Title</b>
1	PETRONAS Procedures and Guidelines for Upstream Activities (PPGUA), Volume 3, Version 4.0
2	PETRONAS HSE PTS, Incident Notification, Investigation and Reporting Guideline 18.06.01 Revision 1
3	PETRONAS E&P HSE KPI Definition and Reporting Guideline, PMU/HSE/GD/03/00
4	Index to PTS (PTS 00.01.01)
5	Requirements, General Definition of Terms, Abbreviations & Reading Guide (PTS 00.01.03)
6	HSSE Performance Monitoring and Reporting (PTS 18.06.04)
7	Group Contingency Planning Standard (PTS 18.05.10)

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## **1.0 INTRODUCTION**

- 1.1 Pursuant to PPGUA Volume 3, HSE, Appendix 9 Incident Notification Table, all incidents that require immediate notification shall use the fastest available means such as Short Messaging System ("SMS") or phone call before the official reporting via Notification Form ("NF") is made to PETRONAS.
- 1.2 The NF shall be sent by PACs using MyHSE online system to PETRONAS as soon as possible after the initial SMS notification is sent. PACs shall notify in writing the relevant Government Authorities in accordance with the applicable regulatory requirements and provide updates in writing to both the relevant Government Authorities and PETRONAS of any development of the Incident(s) using MyHSE online system.
- 1.3 This INIR Guidelines shall be used for Major Incident(s) and High Potential Incident(s).
- 1.4 Any inconsistencies or discrepancies between this INIR Guidelines and PPGUA (Volume 3, HSE), the PPGUA (Volume 3, HSE) shall prevail and takes precedence over this INIR Guidelines.

## 1.5 ABBREVIATIONS AND ACRONYMS

<b>TERMS</b>	<b>DESCRIPTION</b>
COMCEN	Communication Centre
HSE	Health, Safety & Environment
HSSE	Health, Safety, Security & Environment
IIR	Incident Investigation Report
LL	Lesson Learnt
LOPC	Loss of Primary Containment
LTI	Loss Time Injury
LWC	Lost Workday Case
MyHSE	PETRONAS MPM Online system for Health, Safety and Environment matters.
MPM	Malaysia Petroleum Management
NF	Notification Form
PACs	Petroleum Arrangement Contractors
PPD	Permanent Partial Disability
PTD	Permanent Total Disability
PTS	PETRONAS Technical Standards
SMS	Short Messaging System

## 1.6 DEFINITION

Contractor(s)	As per PPGUA, Contractor(s) is defined as Petroleum Arrangement Contractor(s).
High Potential Incident(s)	Any incident which, under different circumstances, would have caused more severe consequences leading to a major incident.
Incident(s)	An event or chain of events which has caused or could have caused Injury and/or illness and/or damage (loss) to assets and the environment. This includes Near Miss.
Incident Owner	A person who has the responsibility on the activities or operations where the Incident(s) occurred
Injury	Harm to a person resulting from contact between the body of the person and an external agent or from exposure to environmental factors. This includes health outcome resulting from accident or single instantaneous exposure example cut, sprain, fracture, amputation, animal or snake bite, one-time chemical exposure or poisoning.
Lost Time Injury	An injury sustained by a worker that resulted in fatality, Permanent Total Disability ("PTD"), Permanent Partial Disability ("PPD") and Lost Workday Case ("LWC").
Major Incident(s)	Any incident with the potential to result in multiple fatalities, significant environmental damage or significant asset damage.
Near Miss	An incident which potentially could have caused Injury or occupational illness and/or damage (loss) to people, assets, environment or reputation.
Spill	Unplanned or uncontrolled releases of liquid or solid associated with current operations from primary or secondary containment, into the environment.
Third Party Contractor(s)	Any third-party individual or organization or company including but not limited to the public.



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## **2.0 OBJECTIVE**

- 2.1 The objective of this INIR Guidelines is to outline the process of PETRONAS' requirements for Incident(s) management by the PACs.

### **3.0 SCOPE OF WORK**

3.1 The scope of this INIR Guidelines covers all activities carried out by the PACs under their respective contractual obligations to PETRONAS.

3.2 This INIR Guidelines focuses on Major Incident(s) comprising LTI, Major Fire, Major Oil Spill, Major LOPC as defined in PETRONAS Exploration & Production Health, Safety and Environment Key Performance Indicator (E&P HSE KPI) Definition and Reporting Guidelines, and selected \*High Potential ("Hi-Po") Incident(s) by MPM, PETRONAS.

\*Note: High Potential Incident(s) rating will be defined by the individual PACs

3.3 MPM HSSE PETRONAS will monitor the PACs' submission of the following via MyHSE online system:

3.3.1 Notification Form (NF);

3.3.2 HSE Alert;

3.3.3 Incident Investigation Report (IIR); and

3.3.4 Lesson Learnt (LL).

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## **4.0 INCIDENT NOTIFICATION, INVESTIGATION AND REPORTING PROCESS**

The PACs shall comply with the Incident Notification, Investigation and Reporting Process as set out in Annex A of this INIR Guidelines.

### **4.1 PETROLEUM ARRANGEMENT CONTRACTORS (PACs)**

- 4.1.1 The PACs shall submit the NF via MyHSE online system within the stipulated time period in accordance with the PPGUA Volume 3 Appendix 9 - Incident Notification Table to PETRONAS COMCEN.
- 4.1.2 For Major Incident(s) and High Potential Incident(s), the PACs shall submit HSE Alert via MyHSE online system within one (1) week after submitting the NF as per item 4.1.1 above, in Annex B and Annex C respectively of this INIR Guidelines.
- 4.1.3 The PACs shall submit the Final Incident Investigation Report to PETRONAS, either in the form of a written report or presentation pack, by following the format in accordance with Annex D of this INIR Guidelines via MyHSE online system within two (2) weeks after conducting the presentation of the Major Incident(s) to PETRONAS (Head of MPM HSSE).

4.1.4 During the investigation process, the PACs' investigation team shall carry the roles and responsibilities as below which include but shall not be limited to:

<b>ROLE</b>	<b>RESPONSIBILITIES</b>	<b>COMPETENCY REQUIREMENT</b>
Investigation Team	<ul style="list-style-type: none"> <li>• Establish Terms of Reference (TOR) which comprises but not limited to :               <ol style="list-style-type: none"> <li>i. Identify and assign tasks to team members;</li> <li>ii. Discuss and identify required resources e.g. facilitator, technical specialist, etc;</li> <li>iii. Obtain evidence and reference to support the investigation;</li> <li>iv. Conduct site investigation;</li> <li>v. Carry out interviews;</li> <li>vi. Analyze findings and provide recommendation; and</li> <li>vii. Prepare Incident Investigation Report.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Trained in incident investigation using at least one of the investigation tools (e.g. Tripod Beta, Why-why, Tree Diagram, etc.)</li> </ul>

4.1.5 Upon PETRONAS' request, the PACs shall present to PETRONAS at any stage during the process of the incident investigation, using the standard tools apart from requirement for presentation as stipulated in the PPGUA Volume 3. The incident investigation presentation shall be led by the Incident Owner.

4.1.6 The PACs shall submit Incident(s) LL via MyHSE online system within one (1) week after the completion of the Final Incident Investigation Report as per Annex D using PETRONAS HSE LL format in Annex E of this INIR Guidelines.

4.1.7 For the avoidance of doubt, prior to HSE Alert and LL submission to PETRONAS, the HSE Alert and LL shall be reviewed and approved by the respective PACs' Country Head or equivalent or any other person as delegated by the respective PACs' Country Head.

4.1.8 The PACs shall distribute the HSE Alert and LL within their organization and Third Party Contractor(s) for sharing and learning purposes.

#### **4.2 PETRONAS COMMUNICATION CENTRE (COMCEN)**

4.2.1 COMCEN receives NF via MyHSE online system from the PACs.

4.2.2 COMCEN to acknowledge the incident NF and distribute to PETRONAS and relevant PETRONAS' stakeholders.

#### **4.3 MALAYSIA PETROLEUM MANAGEMENT HEALTH, SAFETY, SECURITY & ENVIRONMENT (MPM HSSE)**

4.3.1 MPM HSSE receives NF from COMCEN for:

- (i) High Potential Incident(s); and
- (ii) Major Incident(s).

4.3.2 For item 4.3.1 (i), MPM HSSE shall identify and request HSE Alert, IIR and LL from the PACs for selected incident(s) only.

4.3.3 MPM HSSE receives and validates the HSE Alert submitted by the PACs within one (1) week and shall distribute the HSE Alert to the relevant parties and stakeholders.

4.3.4 MPM HSSE receives and validates the Final IIR submitted by the PACs within two (2) weeks after conducting the presentation of the investigation to PETRONAS (Head of MPM HSSE).

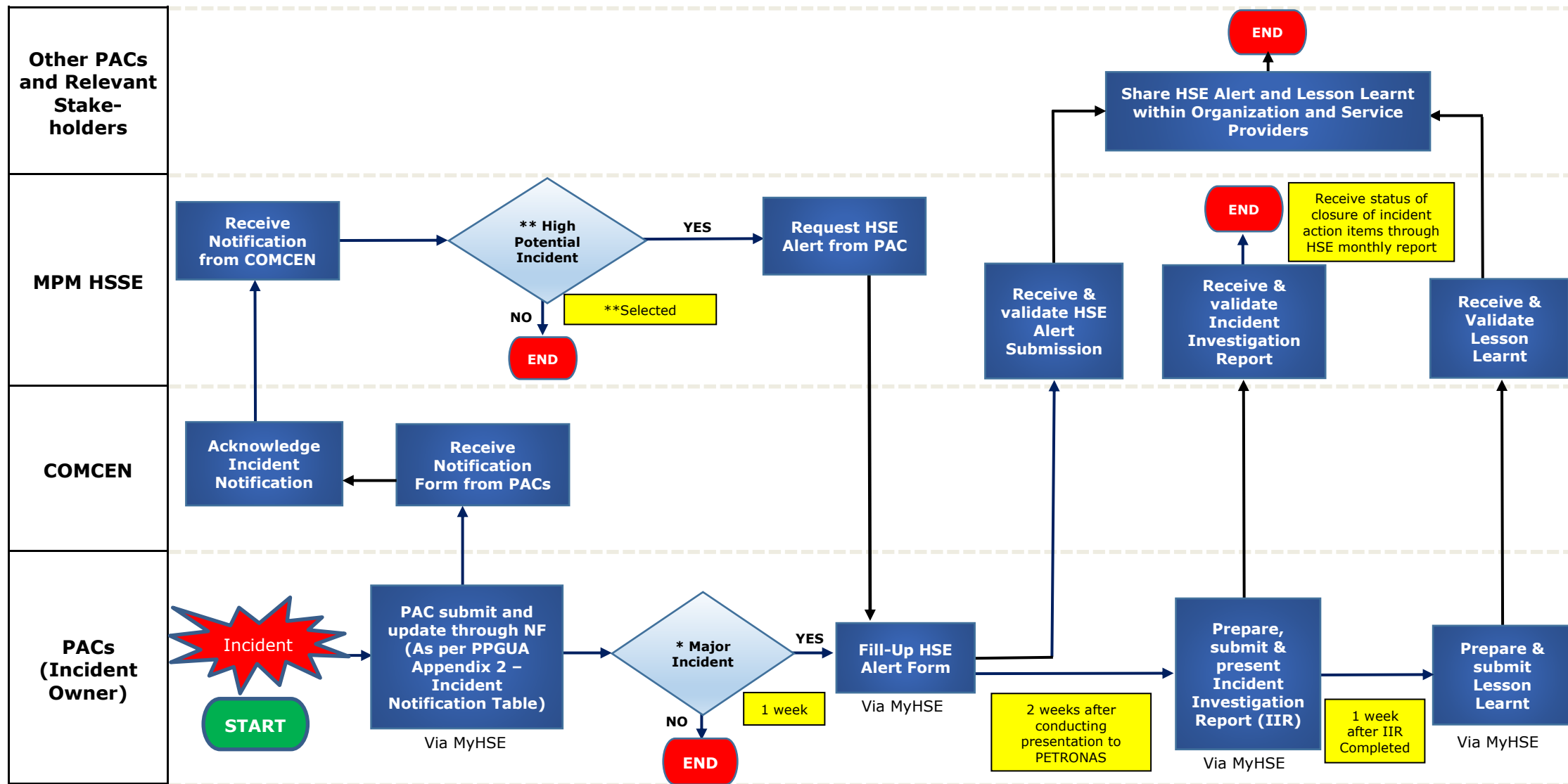
- 4.3.5 MPM HSSE receives and validates LL submitted by the PACs within one (1) week after submission of the Final IIR and shall distribute the LL to the relevant parties and stakeholders.

#### **4.4 RELEVANT PARTIES AND STAKEHOLDERS**

The PACs shall identify their own internal and external stakeholders for the distribution and sharing of documents to the following:


- 4.4.1 HSE Alert from PETRONAS;
- 4.4.2 HSE LL from PETRONAS; and
- 4.4.3 Sharing HSE Alert and LL within their organization.

**ANNEX A (INCIDENT MANAGEMENT REPORTING PROCESS)**



**\*Major Incident:**  
 Fatality, Lost Time Injury Case, Major LOPC, Major Fire, Major Oil Spill  
 References: PETRONAS E&P HSE KPI Definition & Reporting Guidelines [MPM/HSE/GD/03/01](#)

**ANNEX B (PAC ACKNOWLEDGEMENT FORM)**

	<b>MALAYSIA PETROLEUM MANAGEMENT</b>
	ACKNOWLEDGEMENT FORM
	HSE ALERT/ INCIDENT INVESTIGATION REPORT/ LESSON LEARNT

<b>PAC:</b>	
<b>CONTACT PERSON:</b>	
<b>PHONE NO.:</b>	
<b>EMAIL:</b>	

**INCIDENT TITLE**

--

**INCIDENT CLASSIFICATION**

--

**INCIDENT DATE**

**INCIDENT LOCATION**

--	--

**REVIEWED BY**

**APPROVED BY**

<b>Name:</b>		<b>Name:</b>	
<b>Position:</b>		<b>Position:</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	

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**ANNEX C (MALAYSIA PETROLEUM MANAGEMENT HSE ALERT)**

**Incident: Title of Incident**

Location:

<input type="checkbox"/>	Offshore Platform	<input type="checkbox"/>	Installation Vessel
<input type="checkbox"/>	Offshore Rig	<input type="checkbox"/>	Pipe Lay Barge
<input type="checkbox"/>	Onshore Supply Base	<input type="checkbox"/>	Fabrication Yard
<input type="checkbox"/>	Onshore Plant	<input type="checkbox"/>	Office
<input type="checkbox"/>	Offshore Floaters	<input type="checkbox"/>	Land Seismic
<input type="checkbox"/>	Support Vessel	<input type="checkbox"/>	Others
<input type="checkbox"/>	Construction Vessel		

**Date: Date of the incident**

**Incident Summary:**

Incident description

**Potential Cause:**

*Photo of Incident*

**Recommendation / Others:**

Incident recommendation for prevention

## **ANNEX D (FINAL INCIDENT INVESTIGATION REPORT FORMAT)**

The minimum of Incident Investigation Report shall adopt the following format and is not limited to:

### EXECUTIVE SUMMARY

#### **1.0 INTRODUCTION**

- 1.1 Overview of the incident
- 1.2 Investigation Team Members
- 1.3 Team Member – Composition & Responsibility
- 1.4 Investigation Methodology

#### **2.0 BACKGROUND**

- 2.1 Facilities information or project background
- 2.2 Other relevant facts for the facilities

#### **3.0 DESCRIPTION OF THE INCIDENT**

- 3.1 Details of incident
- 3.2 Details of injured person/affected equipment/affected property
- 3.3 Sequence of events
  - 3.3.1 Events leading to the incident
  - 3.3.2 Immediate response after the incident

#### **4.0 IMPACT OF INCIDENT**

#### **5.0 RESULT OF INCIDENT INVESTIGATION**

- 5.1 Analysis of findings

#### **6.0 CONCLUSION**

#### **7.0 RECOMMENDATIONS**

#### **APPENDIX: RELEVANT EVIDENCE**

**ANNEX E (MALAYSIA PETROLEUM MANAGEMENT HSE LESSON LEARNT)**

**TITLE**

**Date:**

**Location:**

**Brief Description of Incident:**

XXXXXX

**Immediate Action Taken:**

XXXX

**Active Failures/ Direct Causes:**

XXXXX

**Main Root Cause:**

XXXXX

**Lessons Learnt:**

XXXXX

Picture

Picture

**TRIGGERING QUESTIONS:**

1. LEARNING FROM THIS INCIDENT

- a) What do we learn from this incident?
- b) Have we had similar incidents at our activities?
- c) What can we do immediately after this incident?
- d) Have we plan any emergency response effectively?

2. OTHER QUESTIONS WE MAY TRIGGER IN THE DISCUSSION/ CONVERSATION DURING SHARING OF THE LESSON LEARNT

- a) Have we really learnt from our mistakes?
- b) Did we address the right root cause and mitigations?
- c) What have we done wrong/ missed that allowed the failures to occur?
- d) What would we do better? What could we do differently?

## ANNEX F (RACI MATRIX)

### Incident Notification, Investigation and Reporting

SCOPE OF WORK	COMCEN	PETRONAS Group Security	Malaysia Petroleum Management	PACs
<b>Incident Notification</b>				
Raise Immediate Notification by Official NF (Non Security Incident)	A	-	C/I	R
Raise Immediate Notification by Official NF (Security Incident)	A	A	C/I	R
<b>HSE Alert</b>				
Submission HSE Alert to Malaysia Petroleum Management (MPM) within one (1) week.	-	-	C/I	A/R
<b>Incident Investigation Report &amp; Post Incident Reporting (Major &amp; HIPO Incident)</b>				
Submission of Final Incident Investigation Report	-	-	C/I	A/R
<b>Lesson Learnt</b>				
Submission HSE lessons learnt within one (1) week after the conclusion of the incident investigation.	-	-	C/I	A/R
<b>Incident Investigation Report Presentation</b>				
Present and proposed date to PETRONAS for presentation by PAC	-	-	C/I	A/R

\* RACI = Responsible, Accountable, Consulted, and Informed