



Petroleum Development Oman L.L.C.

PDO INCIDENT MANGEMENT – PIM

Quick Reference Guide

Document ID	PIM- Add First Report of Incident
Document Type	Quick Reference Guide
Security	Public (PDO users and Contractors)
Discipline	HSE
Owner	Nasra Maamery - MSE51
Issue Date	24 November 2013
Version	1.0

Keywords: This document is the property of Petroleum Development Oman, LLC.



PIM(PDO Incident Management) **Anywhere First Report**

PIM (PDO Incident Management) is a powerful enterprise risk management (ERM) solution for environment, health, safety and sustainability management through below modules:-

a) *IMPACT ERM Incident Management™*

IMPACT Incident Management is configured as per PDO business workflows. The incident data captured and other raw data behind the system is used to generate leading indicators of performance that can be used to reduce the likelihood of future events.

b) *IMPACT ERM Assessment Management™*

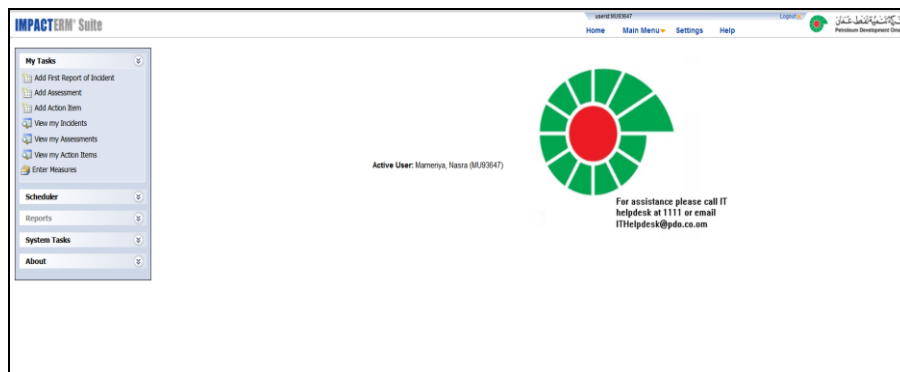
IMPACT Assessment Management effectively addresses the proactive side of business and is configured to handle both Closed-format (with checklists) and Open-format audits and assessments. It allows business to use data to identify areas of risk and make adjustments in business processes and behavioural observations to actually lower risk and the potential of an event.

The user is expected to enter details of an incident witnessed by him/her, into PIM, which will in turn send an e-mail notification to the Responsible Supervisor. He then passes on additional information to the Incident Owner, who assigns responsibilities to the other individuals in the hierarchy. Depending on the severity of the incident, investigation and corrective/preventive measures are taken up until the incident status is closed.

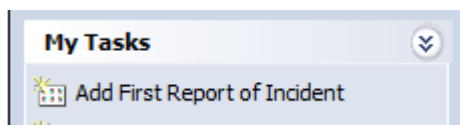
Steps to be followed by the User(s) while entering details of an incident:

1. Browse the URL <http://PIM> . Alternatively you can browse PIM from HSE Home Page by clicking on “PDO Incident Management (PIM)” link on the top-left corner of the HSE home page under Tools.

This will take you directly to PIM home page



2. On the default PIM homepage, take your mouse pointer to left side over “My Tasks” area and click “Add First Report of Incident”.



This will take you to the “First Report of Incident” page, wherein, you can enter details of an incident.



3. The following picture shows the first section of the First Report.

IMPACTERM Suite

First Report Of Incident

Responsible Department *

Event Type: [NONE]

Incident Sub Types: [NONE]

Next

The First Report contains basic information regarding the incident, which is required to be filled in by the user when he/she witnesses an incident.

Note

It is mandatory to fill in all boxes with an asterisk sign “*”. Unless all mandatory fields are filled in, the Incident cannot be submitted. You will get error messages, specifying what you have not filled in.

4. Responsible Department:

It is compulsory to fill in this field. Click on the small tree symbol on the right hand side of the textbox. You will find the list of PDO locations, with a plus “+” sign before each site. Click on the plus sign and you will then see the list of departments. Click on one of the department, which you think is the responsible department. The selected item appears on the text field.

IMPACTERM Suite

First Report Of Incident

Responsible Department *

Event Type: [NONE]

Incident Sub Types: [NONE]

Next

5. Event Type:

In the next section, you are required to select an Event Type and check all options related to the Event. This section is mandatory.

IMPACTERM Suite

First Report Of Incident

Responsible Department *

Event Type: [NONE]

Incident Sub Types: [NONE]

Next



Click on the Event type drop-down arrow, and choose the Event type depending on the severity level.

Example 1:

In our example, there is an injury. Therefore, choose “Incident- with Consequence” option.

The screenshot shows a web form with the following fields:

- Responsible Department:** * Bahja : CGM Gas Portfolio
- Event Type:** * Incident With Consequences (dropdown menu is open)
- Incident Sub Types:** *

The dropdown menu for Event Type is open, showing the following options:

- [NONE]
- Drill/Exercise
- Incident With Consequences (highlighted)
- Near Miss (Incident without Consequences)
- Other Non-HSSE/SP Incident
- Product Quality Incident (Non-HSSE/SP)
- Third Party Incident
- Unsafe Act/Condition (Potential Incident)

6. Incident Sub types:

You will then, find a list of options from “Incident - With Consequence” option check all the appropriate options. In our example, there is an injury, Asset Damage and Environmental release. Therefore, you can check: “People-Injury”, “Assets- Property Loss/Damage” & “Env-Gas Leak/Release”.

The screenshot shows the same web form as before, but now the Incident Sub Types section is expanded. The Event Type is still set to "Incident With Consequences".

Incident Sub Types: *

Incident With Consequences

- ☐ People-Illness
- ☒ People-Injury
- ☐ People-Not Work Related
- ☐ Transportation by Pipeline
- ☐ Assets-API Process Safety Incident
- ☐ Assets-Fire/Explosion
- ☒ Assets-Property Loss/Damage
- ☐ Transportation by Air

Then press  button at bottom left corner, and the below screen will appear.



First Report Of Incident With Consequences

Responsible Department: Bahja : CGM Gas Portfolio

Event Type: Incident With Consequences
Incident Sub Types: Incident With Consequences: People-Injury
Incident With Consequences: Assets-Property Loss/Damage

Responsible Supervisor: * [Search](#)

Short Description *

Where did the incident occur?

Location: [NONE]

Specific Location:

When did the incident occur?

Date/Time Occurred: *

Date Reported: * 11/24/2013 8:57 AM

Enter a full description of the event:

Event Description: * [Collapse](#)

Immediate Corrective Actions Taken: [Collapse](#)

Responsibilities

Incident Owner (Minimum - 1) [Search](#)

Incident Approver

Subject Matter Expert

Incident Classifier

Notify Only

Reported By Bhat, Hiral (MU55522) (EPI) [Search](#)

7. Responsible Supervisor: (This section is mandatory)
You can search the by Name or company number of your supervisor. Type in the company number with mu in the field and click on search. This will search for the person then Click on the name to "Select" Responsible Supervisor of the area where the incident occurred. His name will appear in the textbox particular company number. For instance, mu41429.
8. Short Description: (This section is mandatory)
Please fill in a short description of the incident
Example: A truck rolled over in Marmul, injuring the driver and spilling the chemical that it was carrying.
9. Location:
In the next section, you are required to fill in 2 fields, namely, "Location" and "Specific Location"
These fields are not mandatory. However, you may fill in these fields in case they are known to you.
Choose the location of the incident.
Example: Road.

Where did the incident occur?

Location: [NONE]

Specific Location:

10. Specific Location:
Enter the Specific location of the incident.
Example: 5kms.North of Marmul Junction.



11. When did the incident occur?

In this section, there are 2 mandatory fields to be filled in.

When did the incident occur?

Date/Time Occurred: *
(dd/mm/yyyy)

Date Reported: *
(dd/mm/yyyy)

18/11/2013 13:52

a. Date/Time occurred:

Next to this text field, you will find an interactive calendar, when you click on the small calendar icon. You will find the month and year mentioned in the first field of the interactive calendar. Click on the month then select the date, the time is defaulted to 07:00, and you can correct the date by just typing the number. The time is validated, thus correct time must be entered.

When did the incident occur?

Date/Time Occurred: *
(dd/mm/yyyy)

Interactive Ca...

Enter a full description of the event:
Event Description: *

Responsibilities

Incident Owner (Minimum - 1)

Incident Approver

Subject Matter Expert

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

b. Date Reported:

Date and time when the incident was reported is auto populated by the system, to the time you are inputting the incident, if you wish to change, click on the interactive calendar and make changes as required.

Date Reported: *
(dd/mm/yyyy)

18/11/2013 13:52

In this section, you are required to state the full description of the event.

Enter a full description of the event:

Event Description: *

Collapse

12. Full Description of the event:

Fill in the brief description of the event

Example: While travelling from Marmul towards Station-A the Driver lost control and the tanker rolled over at T Junction spilling the chemical and injuring the Driver



13. Immediate Corrective Action Taken:
Fill in the immediate corrective action taken
Example: Driver to attend defensive driving course.

Enter a full description of the event:

Event Description: *	While travelling from Marmul towards Station-A the Driver lost control and the tanker rolled over at T Junction spilling the chemical and injuring the Driver	Collapse
Immediate Corrective Actions Taken:	Driver to attend defensive driving course	Collapse

Responsibilities: This is another section for defining the incident owner and approver:

14. Incident owner: (This section is mandatory)
You can search by Name or company number of the incident owner. Type in the company number with mu or name in the field and click on search. This will search for the person then Click on the name to "Select"
Incident owner of the incident occurred. His name will appear in the textbox particular company number.
For instance, mu41429.

Responsibilities

Incident Owner + (Minimum - 1)
* Search

Similarly fill-in the names of other required actions as may apply. You can delete the Responsibilities by clicking red-cross on the right side.

Responsibilities

Incident Owner + (Minimum - 1)	
* Search	
Incident Approver +	Search ×
Subject Matter Expert +	Search ×
Incident Classifier +	Search ×
Notify Only +	Search ×
Reported By +	Search ×
	Bhat, Hilal (MU55522) (EPI) Search ×
	Search ×
Security Incident Owner +	



15. Attachments for incident (this is optional)

If you wish to attach any document, photos etc or wish to add a link to the incident, you can do so by clicking on the “Add File” button

Attachments for Incident	
Add File	Add Link
Type	Filename/Link

And this screen will pop up, you can then browse for the file and add comments e.g. doctor report, incident photo etc. If done then click on OK.

Select File Attachment

Note: Only the following extensions are supported for uploading:
DOC, TXT, XLS, ZIP, JPG, GIF, RTF, BMP, EPS, TGA, TIF, WBM, WBMP, WMF,
PPT, PDF, VSD, MSG, XLSX, DOCX, PPTX

Filename: [Browse...](#)

Comments:

[OK](#) [Cancel](#)

If you wish to add a link to the incident then click on the “add link” box and this screen will pop up. Add the link and then add comments and click OK.

Link Attachment

Link:

Comment:

[OK](#) [Cancel](#)

16. Click the **review** button, and the screen below will appear. Review the data if you need to change any data, click on the “back” button to return to previous screens.

IMPACT ERM Suite Home Main Menu Settings Help

First Report Of Incident

Status: Draft
Responsible Department: Bafja : GGE Gas Engineering

Event Type: Incident With Consequences
Incident Sub Types: Incident With Consequences: People-Injury
Short Description: fgggggh

Responsible Supervisor: Kindy, Saeed (MU90479) S (EPM-PDO(Muscat))

Where did the incident occur?
Location: Offices
Specific Location: Al Tail

When did the incident occur?
Date/Time Occurred: (ddmm/yyyy) 14/11/2013 13:00
Date Reported: (ddmm/yyyy) 18/11/2013 14:26

Enter a full description of the event:
Event Description: Example incident
Immediate Corrective Actions Taken: Injured taken to clinic

Responsibilities

Incident Owner (Minimum - 1)
Al Hardhy, Saeed (MU54270) S (EPM-PDO(Muscat))

Incident Approver
Subject Matter Expert
Incident Classifier
Notify Only
Reported By
Mameriya, Nazra (MU93647) N (EPM-PDO(Muscat))

Security Incident Owner

[Back](#) [Submit](#) [Print](#)



If you wish to print the incident, click on “Print”, if you are ready to submit the report click “Submit” button. An e-mail notification will be sent to the Responsible Supervisor to progress the incident further.

Incident	
Links	
Open Accept Add Action Item Show Log Print Refresh	
Incident ID	1013560
Status	Draft
Responsible Dept/Unit	Bahja : CGM Gas Portfolio
Event Type	Incident With Consequences
Incident Sub Types	Incident With Consequences: People-Injury Incident With Consequences: Assets-Property Loss/Damage
Responsible Supervisor	Nasra (MU93647) - MSE51, Mameriya
Short Description	A truck rolled over in Marmul, injuring the driver and spilling the chemical that it was carrying
Date/Time Occurred	11/24/2013 12:00:00 AM
Date/Time Reported	11/24/2013
Responsibility	Reported By: Bhat, Hilal (MU55522) Incident Owner: Mameriya, Nasra (MU93647) - MSE51
Full description of the Incident	
Event Description	While travelling from Marmul towards Station-A the Driver lost control and the tanker rolled over at T Junction spilling the chemical and injuring the Driver
Occurrence	
Location	Roads
Specific Location	5kms.North of Marmul Junction
Incident Attachments	
Link	Description
PR-6165 - FIM Localization Procedure-V8.pdf	Report

After you **accept** the First Report, you will no longer have access to it. However, you can view the status of the event at any time. On the homepage, move the mouse pointer over “Track” and click on “Incident Search”. You can then search for the incident based on any criterion. You will only be able to view the incident report and its status, but will not be able to make any changes to it.

If you do not accept and wish to amend the Incident using the already generated Incident number, by going to “Menu” and click “Search Incident”



Home Main Menu Settings Help

Incident

TRACK	PREVENT
First Report	Assessments
Incident Search	Findings
* Assessment	Meeting
* Environmental Consequence	
* Transportation Detail	Learning From Incidents (LFI)
* Investigation	

SCHEDULER

View My Tasks
Report Center
Current Reports

DELEGATION

Find events that have occurred

17. Click the “Incident Search” and you will get the below screen:-

Search Results

Search by Incident ID

Incident ID: 

Incident Search

Region/Site/Department: 

Supervisor: 

Date Occurred: (mm/dd/yyyy) From / / To / /

Date Reported: (mm/dd/yyyy) From / / To / /

Event Type:

Status:

Enter the Incident ID, you want to amend or submit to supervisor. Then click the arrow near the text of box (on right side), you will see the below screen to amend the incident or submit to supervisor.



Incident ID: 1013560 - HIDE

Short Description: * A truck rolled over in Marmul, injuring the driver and spilling the chemical More > (en)

Responsible Dept/Unit: * South Oman (Rest of) : Bahja : CGM Gas Portfolio Status: **Draft**
Accept

Event Type: * Incident With Consequences Actual Severity Rating: Potential Risk Rating: * Risk Assessment

General Sub Types Responsibilities Journal Equipment Involvement Consequence Investigation Action Items Summary

Responsible Supervisor: * Nasra (MU93647) - MSE51 Ma

High Value Learning Status: Not Reviewed for LFI

Location: Roads

Specific Location: Skms.North of Marmul Junction

Date Occurred: (mm/dd/yyyy) * 11 / 24 / 2013 12 : 00 AM

Date Reported: (mm/dd/yyyy) * 11 / 24 / 2013 08 : 57 AM

Reported By: Hilal (MU55522) Bhat

Incident Description: * While travelling from Marmul towards Station-A the Driver lost control and the tanker rolled over at T Junction spilling the chemical and injuring the Driver More > (en)

Immediate Corrective Actions Taken: Driver to attend defensive driving course More > (en)

Weather: [NONE]

Lighting Conditions: [NONE]

Address/Intersection:

Incident Flags: ☐ Voluntary Principles on Security and Human Rights

[Add Consequence](#) [Add Investigation](#) [Add Action Items](#) [Add Emergency Response](#) [Attachments \(1\)](#) [Send Email](#)

[New](#) [Save](#) [Print Preview](#) [Change Log](#) [Notification Log](#)

* = Required

18. In case you have done the changes, save the Incident by clicking “Save” on the bottom of the screen.

19. In case you want to submit, click “Accept” on the Top right had corner.