



PTT Exploration and Production Public Company Limited

Grievance and Issue Handling Guideline

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TABLE OF CONTENTS

1.0 Purpose.....	1
2.0 Scope.....	1
3.0 References.....	2
3.1 PTTEP Controlling Documents.....	2
3.2 Other Reference Documents.....	2
4.0 Definitions.....	2
4.1 Language.....	4
4.2 Organization and Departments.....	4
4.3 Common Acronyms.....	5
5.0 Personnel Roles and Responsibilities.....	5
5.1 Ownership of the Document.....	5
5.2 Custodian of the Document.....	5
5.3 Key Personnel Roles and Responsibilities.....	5
6.0 Grievance and Issue Handling Process.....	7
6.1 Issue Receipt and Registration.....	8
6.1.1 Issue Receipt.....	8
6.1.2 Issue Registration.....	9
6.1.3 Confidentiality.....	9
6.2 Investigation.....	9
6.2.1 Severity.....	10
6.2.2 Notification.....	11
6.3 Resolution.....	12
6.3.1 Solution Meeting.....	12
6.3.2 Grievance Solution Meeting I.....	12

TABLE OF CONTENTS (CON'T)

6.3.3 Grievance Solution Meeting II.....	13
6.4 Close Out.....	14
6.4.1 Resolution Accepted.....	14
6.4.2 Resolution Rejected.....	14
6.5 Lesson(s) Learnt.....	15
7.0 Review Period.....	15
8.0 Effective Date.....	15
9.0 Appendices.....	15
Appendix 1: Grievance and Issue Workflow.....	16
Appendix 2: Grievance and Issue Record Form.....	17
Appendix 3: Grievance and Issue Monitoring Form.....	20
Appendix 4: Incident Report Form.....	21

1.0 PURPOSE

This Grievance and Issue Handling Guideline is to be applied to all assets, domestic and international, and is to cover the entire lifecycle of the assets or operations from inception through decommissioning and abandonment.

The primary purpose of this grievance and issue handling guideline is to establish a formal process allowing people, communities or groups to raise grievances or issues regarding any impact related to activities of PTTEP or its subsidiaries, and also to ensure that these grievances/issues are addressed and resolved in a timely manner.

Specifically, the objectives of this guideline include the following:

- To create formal channels for raising all types of issues
- To establish methodologies to handle and resolve grievances/issues systematically
- To deploy this guideline to all PTTEP operating Assets

2.0 SCOPE

This guideline applies to all grievances and issues raised by one or more members of the public about a company's action or lack of action, or about the standard of service provided by or on behalf of a company, in the short or in the long term, regarding the activities of the company.

This guideline does not cover;

- Requests for CSR projects, contributions or donations submitted by local communities, which are to be addressed by the department concerned;
- Grievances/Issues expressed by PTTEP and its subsidiaries' employees which are related to their employment with the Company;
- Grievances/Issues expressed by PTTEP and its subsidiaries' contracted staff which are related to their employer, which are to be addressed through discussion and negotiation with their employer;
- Grievances/Issues between third parties (for instance, a grievance between a villager and local authorities).

Using these grievance and issue procedures does not prevent the plaintiff from using other legal channels, such as filing an official complaint against the company. In such a case, the legal department will become involved.

3.0 REFERENCES

3.1 PTTEP CONTROLLING DOCUMENTS

Document Number	Document Title
11038-STD-SSHE-601-R07	Incident Management Standard
13244-PDR-SSHE-303/05-R03	SSHE Communication, Consultation and Participation Procedure
12142-STD-001-R04	Risk Management Guideline

3.2 OTHER REFERENCE DOCUMENTS

Document Number	Document Title
N/A	Addressing Grievances from Project-Affected Communities (IFC)
N/A	Community grievance mechanism in the Oil and Gas Industry (IPIECA)
N/A	Chevron Myanmar Grievance Mechanism Procedure (Chevron)
N/A	Guidance on a Model Complaints Handling Procedure
GP GM-GS-01	Grievance Procedure (TEPM)
N/A	กระบวนการจัดการข้อร้องเรียน (PTT)

4.0 DEFINITIONS

Terminology	Description
Issue	A point or matter in question, dispute, requests for information, or general perception that may or may not be related to specific impact or incident. If not addressed to the satisfaction of the complainant, the issue may escalate its seriousness and thus have consequences to the company.
Comment	Any issues in which people/community express their opinion/recommendation related to the company operation. For example, the Community recommends using an alternate route for operation site entrance to avoid traffic congestion.

Terminology	Description
<p>Request</p>	<p>Any issues in which people/community request the company to help or support, specifically for public purpose. It can be in form of cash, items in kind, or actions.</p> <p>For example, Community requests road repair or change from a laterite road to concrete or paved road. (Note: The road is utilized by both companies and communities.)</p>
<p>Concern</p>	<p>Any issues or abnormalities in which people/community have a concern or suspicion on whether the company activities may pose an effect on their property or asset, well-being, environment, and/or public utility.</p> <p>The concern is the issue needed to be proved is that it is <u>not caused by the company's operation</u> both directly or indirectly, confirmed by site investigation/verification, academic study, and/or environmental analysis results as compared with the applicable standards. In some concerned cases, the subsidy or cure may be considered to provide for the person/community who raises the concern.</p> <p>For example, a Concern on groundwater quality with high manganese and iron which is naturally occurring in the subsurface of the area as compared with the local environmental baseline data.</p>
<p>Complaint / Grievance</p>	<p>Any issues or abnormalities which are confirmed/proved to be <u>caused by the company's operation</u> that can pose an effect on property or asset, well-being, environment, and/or public utility of people/community, confirmed by site investigation/verification, academic study, and/or environmental analysis results as compared with the applicable standards. For the compliant cases, the subsidy or cure should be provided for the affected person/community.</p>

Terminology	Description
	<p>For example, Domestic wastewater exceeding the water quality standards that was discharged from the production location to nearby agricultural areas and which caused adverse effects to the community area. Site clean-up and post verification are required for this event.</p> <p>Throughout this document, the terms “complaint” and “grievance” are used interchangeably without presuming differences in scale, complexity or seriousness.</p>
Complainant / Plaintiff	An individual, group or organization who submits issues to the company. The plaintiff is defined as a stakeholder, as far as he/she is impacted, directly or indirectly, on a short or long term basis, by the company’s activities.
Local authority	A local authority is the government official in the area. Local authority covers village level, district or provincial level.

4.1 LANGUAGE

May	Indicates a possible course of action
Should	Indicates a preferred course of action
Shall	Indicates a course of action with a mandatory status

4.2 ORGANIZATION AND DEPARTMENTS

Corporate	Refers to the PTTEP business group hierarchically above Asset level, and located in the PTTEP Headquarters, Bangkok.
Function Group	Refers to a corporate level business group. These may have associated Divisions, Departments, or operational Assets within their hierarchy.
Division	A Business Group may have one or more distinct groups within its hierarchy. These are referred to as Divisions.
Asset	Refers to an operating Asset, site, or location within a respective Function Group.
Department	A subgroup within a Function Group, Division or Asset

4.3 COMMON ACRONYMS

Set out below are common specific terms presented in alphabetical order:

CEO	Chief Executive Officer
EVP	Executive Vice President
HSR	Social Responsibility Department
SSHE	Safety, Security, Health and Environment
SVP	Senior Vice President
VP	Vice President

5.0 PERSONNEL ROLES AND RESPONSIBILITIES

5.1 OWNERSHIP OF THE DOCUMENT

The owner of the Grievance and Issue Handling Guideline is VP, Social Responsibility Department and Public Affairs Section, with responsibilities for:

- Issuing the Grievance/Issue Handling Guideline and its revisions
- Deploying the Grievance/Issue Handling Guideline to corporate and assets

5.2 CUSTODIAN OF THE DOCUMENT

The custodian of Grievance and Issue Handling Guideline is VP, Social Responsibility Department, with responsibilities for:

- Identifying deficiencies or potential improvements
- Initiating periodic revision
- Maintaining revision history and document status register

5.3 KEY PERSONNEL ROLES AND RESPONSIBILITIES

Head of Asset
<ul style="list-style-type: none"> • Ensure his/her asset/department apply the Grievance and Issue Handling Guideline throughout the lifecycle of the project • Serve as a chairperson of Grievance Solution Meeting I and II • Review and approve corrective actions for complaint/grievance and high-impact concern issues • Monitor effectiveness of corrective actions. Introduce additional actions if required • Review the implementation of corrective actions for proper close out

Public Affairs Manager of Asset

- Ensure staff and reporting personnel report all grievances/issues, excluding issues raised by staff regarding their employment conditions
- Lead a solution meeting with concerned parties, both internal and external, for issues defined as a comment, request, and concern
- Review and approve corrective actions for issues that can be solved immediately
- Monitor effectiveness and ensure the implementation of corrective actions is properly closed out
- Propose a solution for complaint/grievance and high impact concerned issues to Grievance Solution Meeting

Public Affairs Officer of Asset

- Perform initial review of grievance/issue and determine the relevance of the grievance/issue
- Collect necessary information regarding the grievance/issue and fill in grievance and issue record form (Appendix 2)
- Serve as the grievance/issue investigation facilitator in the investigation team
- Investigate and record the grievance/issue in a given form, keep a physical record and answer the plaintiff by acknowledging receipt of the grievance/issue
- Propose a solution, in case the issue can be solved by an immediate action
- Inform supervisor of the ongoing action until the resolution of the issue
- Participate as an investigation member and act as the secretary to assist the investigation team
- Act as the secretary for internal and external meetings for grievance/issue resolution
- Record all complaints/grievances, response actions and close outs in grievance and issue monitoring form (Appendix 3) and/or i-SSHE System
- Keep record on the number and details of grievance/issue in the grievance and issue monitoring form and report it to the Corporate Public Affairs Section
- Conduct knowledge sharing about the Grievance and Issue Handling Guideline with all concerned stakeholders both internal and external

Site SSHE and Relevant Section/Department (i.e. Operation, Land Acquisition, Transportation, etc.)

- Serve as an investigation team member
- Participate as a member at internal and external meetings for grievance/issue resolution
- Provide comments and review necessary information in SSHE and/or other related aspects

Reporting personnel (i.e. Employees, Contracted staff, Witnesses)

- Report acknowledged grievances/issues to the Public Affairs Officer/Public Affairs Officer of Asset immediately

6.0 GRIEVANCE and ISSUE HANDLING PROCESS

The Grievance and Issue Handling Process comprises 6 steps as follows:

- Step 1: Receive the issues and register the details and necessary information in the **Grievance and Issue Record Form**
- Step 2: Investigate the issues by coordinating with concerned parties
- Step 3: Classify type of issue by referring to the definition and investigation result
- Step 4: Resolve the issue according to its type and complexity. This step requires a solution meeting with related parties, both of internal and external, to find out the most appropriate solution and be accepted by plaintiff
- Step 5: Close out and record the grievance/issue throughout the process in the **Grievance and Issue Monitoring Form**. For an issue classified as complaint/grievance, it will additionally record in the PTTEP web base **i-SSHE System**.

Grievance and Issue Monitoring Form and i-SSHE system will be utilized as tools to report the grievance/issue as well as to record and track the investigation, solution and close out. In addition to these tools, any report, either hard copy or electronic format, is acceptable for an asset where the form and/or web-based reporting system has not yet been implemented. The Grievance and Issue Record Form is to be attached in the Incident Module as a supporting document.

- Step 6: Conduct lesson(s) learnt and share to related units

All grievance/issue will record the details throughout the process in Grievance and Issue Monitoring Form and be reported to Corporate Public Affairs Section.

(See **Appendix 1** for the Grievance and Issue Flow Chart, **Appendix 2** for the Grievance and Issue Record Form, **Appendix 3** for Grievance and Issue Monitoring Form and **Appendix 4** for the Incident Report Form)

The Grievance and Issue Handling Process is illustrated in figure 1.



Figure 1: Grievance and Issue Handling Process

6.1 ISSUE RECEIPT AND REGISTRATION

6.1.1 Issue Receipt

An issue can be expressed by a plaintiff in different ways, including:

- In Person:
 - The plaintiff can either express the grievance through reporting to personnel (PTTEP staff or contractors). After acknowledging the issue report, these personnel should inform the Public Affairs Officer of Asset immediately.

- Electronic:
 - Through Public Affairs personnel company's e-mail address
- Traditional means of collecting a grievance:
 - Through a dedicated telephone line (line depends on each location)
 - Through a letter
 - Face-to-Face: in public participation or a public consultation activity

6.1.2 Issue Registration

In every expressed means, the Public Affairs officer is to contact the plaintiff and request all necessary information regarding the issue and fill in Grievance and Issue Record Form (Appendix 2). An anonymous issue will also be logged in on the Grievance and Issue Record Form, but due to the anonymous source of the issue, a direct response to the plaintiff will not be able to be performed.

In case the grievance cannot be received (i.e., it concerns employment, an issue between third parties, it is deemed doubtful or unreliable), the Public Affairs officer is to provide an explanation and clarification until the plaintiff understands, and that the issue can only be closed.

6.1.3 Confidentiality

All personal details of the plaintiff are to be dealt with in a confidential manner. Plaintiff information is to be made available only to those involved in the resolution of the issue in question, and all related personnel must follow policies related to protecting the plaintiff's personal data when handling the issue.

6.2 INVESTIGATION

The investigation team is to comprise (at least):

- Investigation Team Members (Public Affairs personnel, SSHE personnel, other relevant parties e.g. operation, land acquisition, transportation, contractor)
- Investigation Team Facilitator (Public Affairs personnel)

The investigation team is to meet the plaintiff and collect all related information and photos and fill in the Grievance and Issue Record Form (Appendix 2). This collected

information is to be used for classifying the type of issue and presenting it in the solution meeting.

- In case the issue has not been caused by company activities and can be classified as a comment, request, and concern, it has to be proposed to Solution Meeting with the concerned parties. The Public Affairs officer of Asset is to inform the plaintiff of developments in the resolution process.
- In the case where the issue has been caused by PTTEP activities and can be classified as a complaint/grievance, or is considered as a high-impact concern issue, it has to be proposed to the Grievance Solution Meeting I. The Public Affairs officer of Asset is to inform the plaintiff of developments in the resolution process.

6.2.1 Severity

Each grievance/issue will be screened and then ranked from Level 1 to 5, as per and based on the definitions provided in table 1, so that the appropriate response can be determined.

Impact Rating	Financial	People	Property Damage	Project cost & schedule	Legal/ Compliance	Environment	Image/ Reputation
Critical (5)	>10% of NI/NPV/EMV	Multiple fatalities	Loss >\$50M	Impact on cost or schedule >10%	<ul style="list-style-type: none"> •Dismissal of Board and Management •Revocation of any licenses or permits •Imprisonment > 12 mths •Fines/Compensation; <ul style="list-style-type: none"> > Thai Laws: >5M THB, > Foreign Laws: >1M USD 	<ul style="list-style-type: none"> •Spill >100,000 bbl •Tier 3 •International assistance 	<ul style="list-style-type: none"> • International media coverage • Formal complaint from international authority
Serious (4)	1% - 10% of NI/NPV/EMV	<ul style="list-style-type: none"> • Multiple Lost Work Day Case (LWDC) • One permanent disability • One fatality 	Loss between \$5-\$50M	Impact on cost or schedule 5%-10%	<ul style="list-style-type: none"> •Suspension of stock trading •Suspension any licenses or permits •Imprisonment 6-12 mths •Fines/Compensations; <ul style="list-style-type: none"> > Thai Laws: 1M-5M THB > Foreign Law: 200k-1M USD 	<ul style="list-style-type: none"> •Spill >10,000 bbl •Tier 2 •Regional assistance 	<ul style="list-style-type: none"> •National media coverage •Local community protest with national influencer
Significant (3)	0.1% - 1% of NI/NPV/EMV	<ul style="list-style-type: none"> •Single LWDC •Multiple Restricted Work Case (RWDC) 	Loss between \$100K-5M	Impact on cost or schedule 2.5%-5%	<ul style="list-style-type: none"> •Imprisonment ≤ 6 mths •Fine/Compensations; <ul style="list-style-type: none"> > Thai Laws: 300k-1M THB > Foreign Laws: 10k-200k USD 	<ul style="list-style-type: none"> •Spill >1,000 bbl •Tier 1 •Localised effect 	<ul style="list-style-type: none"> •Regional media coverage •Online media spread •Local community protest with provincial/state influencer
Moderate (2)	0.01% - 0.1% of NI/NPV/EMV	<ul style="list-style-type: none"> •Medical Treatment Case (MTC) •Single RWDC 	Loss between \$10k-\$100k	Impact on cost or schedule 1.25%-2.5%	<ul style="list-style-type: none"> •Fine compensations; <ul style="list-style-type: none"> > Thai Laws: <300k THB, > Foreign Laws: <10k USD 	<ul style="list-style-type: none"> •Spill >1 bbl •Minor effect 	<ul style="list-style-type: none"> • Local media interest • Influencing online media post • Local community aggregation

Table 1: Criteria for Grievance/Issue Severity Level

A grievance/issue severity rating level is set in relation to the corporate risk rating scale where the ‘Critical’ level in the Grievance severity is comparable to the ‘Moderate’ level in the Corporate Risk Assessment scale.

6.2.2 Notification

Routine issues, Severity Levels 1 – 2, will be managed within the Asset through the grievance and issue handling procedure. Severity Levels 3 - 5 will be flagged and managed with Corporate assistance.

Impact Rating	Notify	Required Timescales	Reported by
Critical (5)	<ul style="list-style-type: none"> EVP and VP Social Responsibility and / or Corporate Communication Department 	<p>Immediately by phone, follow by reporting via PTTEP provided online system or Email within 24 hrs. and notify those concerned in the monthly report</p>	<p>PTTEP Site representative / Public Affairs Manager or officer of Asset</p>
Serious (4)	<ul style="list-style-type: none"> Head of Asset SVP, Corporate SSHE Division VP Safety Management Department 		
Significant (3)	<ul style="list-style-type: none"> VP or Manager in related department or section (i.e. Production, Land acquisition, Transportation, etc.) Manager Public Affairs Section FG SSHE / Asset SSHE 		
Moderate (2)	<ul style="list-style-type: none"> VP Safety Management Department VP or Manager in related department or section (i.e. Production, Land acquisition, Transportation, etc.) 		
Minor (1)	<ul style="list-style-type: none"> Manager Public Affairs Section FG SSHE / Asset SSHE 	<p>By phone within 24 hrs., follow by reporting via PTTEP provided online system or Email within 48 hrs. and notify those concerned in the monthly report</p>	

Table 2: Criteria for Grievance/Issue Notification

6.3 RESOLUTION

6.3.1 Solution Meeting

When the issue is classified as a comment, request, and concern, a solution meeting shall be set. Meeting members should comprise:

- Solution Leader (Public Affairs Manager of Asset)
- Solution Facilitator (Public Affairs officer of Asset)
- Solution Members (Site SSHE officer and representative from relevant department or section)

In the meeting, the Public Affairs officer is to report and present all information from the investigation. The members are to propose solutions, which may be one or more than one. After a resolution is decided in the meeting, the Public Affairs officer is responsible for communicating the resolution option(s) to the plaintiff. If the proposed resolution is:

- Accepted: The solution is accepted by plaintiff. In this case, the Public Affairs officer is to report back to the Solution members. The Solution Leader is to assign the concerned department to execute the resolution.
- Rejected: The solution is not accepted by plaintiff. In this case, the Public Affairs officer is to negotiate with the plaintiff to finalize a resolution. When the resolution is agreed, the Public Affairs officer is to report back to the Solution members. The Solution Leader is to assign the concerned department to execute the resolution.

6.3.2 Grievance Solution Meeting I

When the issue is classified as a complaint/grievance, or a high-impact concern issue, a Grievance Solution Meeting I shall be set. Meeting members should comprise:

- Grievance Solution Leader (Head of Asset)
- Grievance Solution Facilitator (Public Affairs officer of Asset)
- Grievance Solution Members (Public Affairs Manager of Asset, Site SSHE officer, representative from relevant department)

This meeting is to consider the best internal process to find an appropriate resolution to the grievance. In the meeting, the Public Affairs officer is to report and present all information from the investigation. If there is any proposed resolution from the plaintiff, such proposed resolution is to be brought up as one of resolution options. The members are to propose solutions, which may be one or more than one. After a resolution is decided in the meeting, the Public Affairs officer is responsible for communicating the resolution option(s) to the plaintiff. If the proposed resolution is:

- Accepted: The solution is accepted by plaintiff. In this case, the Public Affairs officer is to report back to the Grievance Solution members. The Grievance Solution Leader is to assign the concerned department to execute the resolution.
- Rejected: The solution is not accepted by plaintiff. In this case, a Grievance Solution Meeting II is to be convened, so that discussion can proceed to determine an alternative resolution.

6.3.3 Grievance Solution Meeting II

In order to determine an alternative resolution, a Grievance Solution Meeting II is to be organized. Members are to comprise:

- Grievance Solution Leader (Head of Asset)
- Grievance Solution Facilitator (Public Affairs officer of Asset)
- Grievance Solution Members
(Internal: Public Affairs Manager of Asset Site SSHE officer, representative from relevant department)
(External: plaintiff or representative, local authority authorities, concerned authority, representative from relevant contractor)

Before the discussion, the Public Affairs officer is to explain and provide enough background information to members in order to ensure the same common understanding. After all members are provided the same knowledge of the situation, the Public Affairs officer is to initiate serious discussion to reach a reasonable conclusion. In case the resolution from this discussion and negotiation is

- Accepted: The solution is accepted by plaintiff. In this case, the Grievance Solution Leader is to assign the concerned department to execute the resolution.
- Rejected: The solution is not accepted by plaintiff. The Public Affairs officer is to notify this grievance result to the Legal Department and Social Responsibility and /or Communication Department. This must be done in case there are any further lawsuits or further news developments with regard to issues concerning the grievance.

6.4 CLOSE OUT

6.4.1 Resolution accepted

In case the resolution from Solution Meeting or Grievance Solution Meeting I or II is accepted by the plaintiff, the Public Affairs officer is to record this result in the Grievance and Issue Record Form (see Appendix 2), complete with all concerned signatures, and then the case can be considered closed. For the complaint/grievance issue, it has to register and attach a Grievance and Issue Record Form in the i-SSHE system. All processes and details are to be recorded in Grievance and Issue Monitoring Form (see Appendix 3) and reported to Corporate Public Affairs Section.

- All close outs are also to be in written form with signatures completed from all relevant parties.
- The Public Affairs officer is to follow up the resolution's execution until final completion.

6.4.2 Resolution rejected

In case the resolution from Grievance Solution Meeting II is rejected by the plaintiff, the Public Affairs officer is to record this result in the Grievance and Issue Record Form: (see Appendix 2), and minutes of the concerned meeting can be attached as reference. Then the case can be considered as closed and registered in i-SSHE system.

- The Public Affairs officer is to notify the Social Responsibility and Legal Department of the case, so that they can prepare for any possible lawsuit

from the plaintiff and is to additionally notify the Corporate Communications Department to enable them to prepare for any further possible news exposure.

6.5 LESSON(S) LEARNT

Lessons learnt from the grievance/issue, resolution and resolution's execution are to be developed and communicated to staff and contractors. Lessons learnt can be completed in 2 levels:

- Asset level

Public Affairs officer of asset may conduct lessons learnt sessions to share the grievance/issue, process for resolution and corrective action(s) with concerned parties in order to prevent reoccurrence and to develop an improved working process.

- Corporate level

Corporate Public Affairs officer may conduct lessons learnt sessions in cases where the grievance is common and possibility exists for reoccurrence in other operating areas. Corporate Public Affairs officer should review the grievance, process for resolution and corrective action(s) with concerned parties in order to prevent reoccurrence in other operating areas.

7.0 REVIEW PERIOD

This Grievance and Issue Handling Guideline shall be reviewed every 5 years.

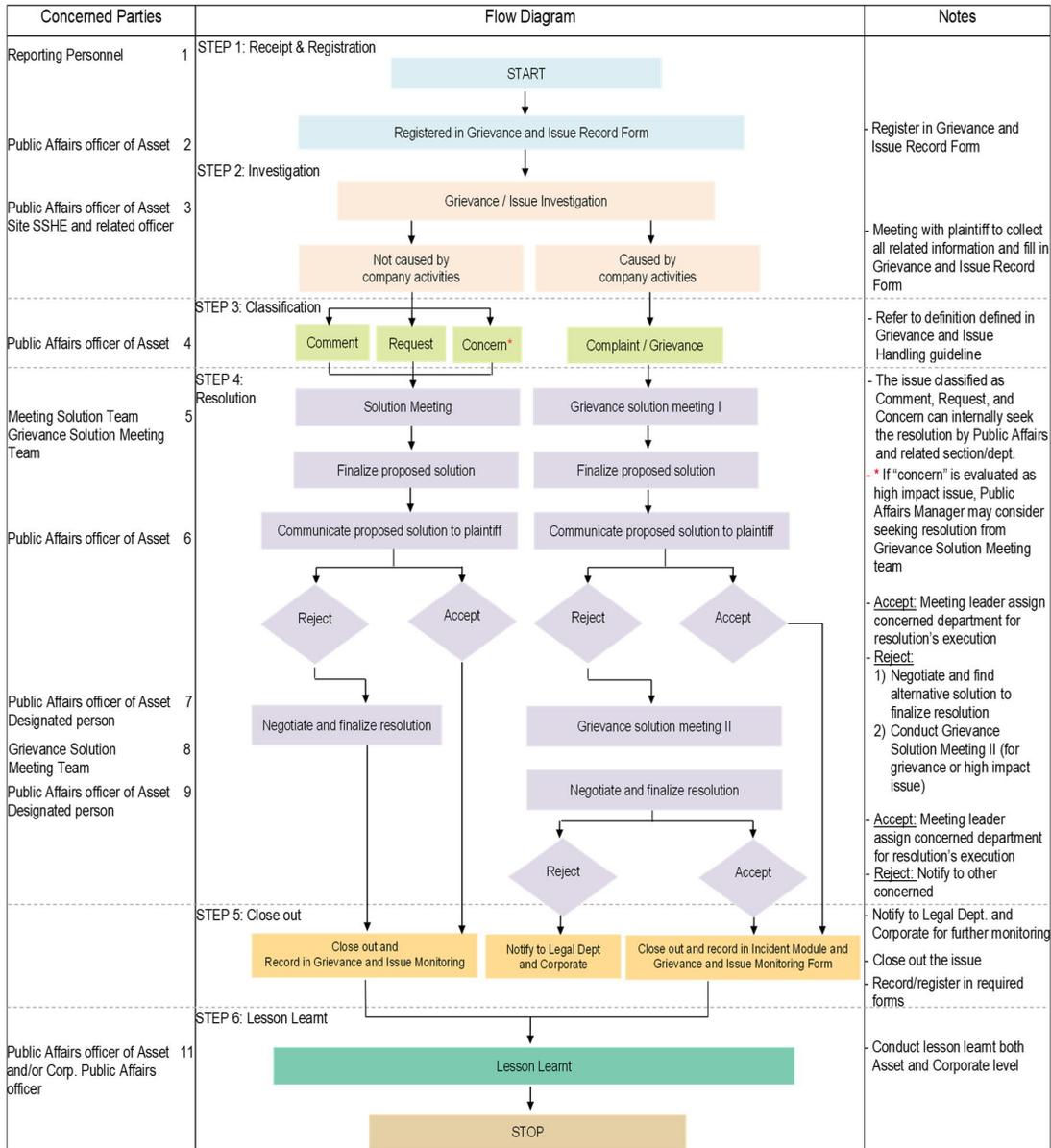
8.0 EFFECTIVE DATE

This Grievance and Issue Handling Guideline shall become effective on 16 June 2022.

9.0 APPENDICES

Appendix 1:	Grievance and Issue Workflow
Appendix 2:	Grievance and Issue Record Form
Appendix 3:	Grievance and Issue Monitoring Form
Appendix 4:	Incident Report Form

APPENDIX 1: GRIEVANCE AND ISSUE HANDLING FLOW CHART



Grievance and Issue Handling Flow Chart

APPENDIX 2: GRIEVANCE AND ISSUE RECORD FORM



GRIEVANCE / ISSUE RECORD FORM

Reference Number / เลขอ้างอิง:.....

I) Plaintiff information / รายละเอียดของผู้ร้องเรียน	
Name / ชื่อ:	
Contact Number / เบอร์ติดต่อ:	E-Mail / อีเมล:
Address / ที่อยู่:	
II) Detail of Issue / รายละเอียดประเด็น	
Location / สถานที่:	Date and Time / วันที่และเวลา:
Communication Channel / ช่องทางการร้องเรียน: <input type="checkbox"/> Face to Face (แจ้งซึ่งหน้า) <input type="checkbox"/> Telephone (โทรศัพท์) <input type="checkbox"/> Letter (จดหมาย) <input type="checkbox"/> E-Mail (อีเมล) <input type="checkbox"/> Others (อื่นๆ).....	
Type of Activity / ประเภทกิจกรรม: <input type="checkbox"/> Drilling (การขุดเจาะ) <input type="checkbox"/> Production (การผลิต) <input type="checkbox"/> Transportation (การขนส่ง) <input type="checkbox"/> Others (อื่นๆ).....	
Subject / เรื่อง:	
Detail / รายละเอียด:	
Map and Photo / แผนที่และรูปถ่าย (if any/หากมี):	
Received by / รับเรื่องโดย	



PTTEP GRIEVANCE / ISSUE RECORD FORM

III) Investigation and Resolution / การตรวจสอบและแก้ไขประเด็น			
Location / สถานที่:		Date and Time / วันที่และเวลา:	
Investigator Name and Position / ชื่อผู้สอบสวนและตำแหน่ง:			
1.			
2.			
3.			
Investigation Result / ผลการตรวจสอบ			
Type of Issue / ประเภทประเด็น: <input type="checkbox"/> Comment (ข้อคิดเห็น) <input type="checkbox"/> Request (ข้อเรียกร้อง)			
<input type="checkbox"/> Concern (ข้อกังวล) <input type="checkbox"/> Complaint (ข้อร้องเรียน)			
Type of Impact / ประเภทผลกระทบ: <input type="checkbox"/> Environment (สิ่งแวดล้อม) <input type="checkbox"/> Health & Safety (สุขภาพและความปลอดภัย)			
<input type="checkbox"/> Well-being (ความเป็นอยู่) <input type="checkbox"/> Others (อื่น).....			
<i>(Note: One issue can impact more than one dimension / หนึ่งประเด็นสามารถเกิดผลกระทบได้มากกว่า 1 ด้าน)</i>			
Cause of Issue / สาเหตุของประเด็น:			
Action and Resolution / การดำเนินการแก้ไข			
Date / วันที่	Detail of Resolution / รายละเอียดหรือแนวทางการแก้ไข	Target Date / คาดว่าจะแล้วเสร็จ	Responsible by / ดำเนินการโดย

Map and Photo / แผนที่และรูปถ่าย (if any/หากมี):

IV) Close Out / การปิดประเด็น

Referring to the issue submitted to PTT Exploration and Production Public Company Limited or PTTEP as detailed above where PTTEP has acknowledged the issue and satisfyingly resolved the issue per my request, as stated in Action and Resolution part.

I, here by, agree for issue close out;

จากการร้องเรียนต่อการดำเนินงานของบริษัท ปตท.สำรวจและผลิตปิโตรเลียม จำกัด (มหาชน) หรือ ปตท.สผ. ดังรายละเอียดด้านบน ซึ่งทาง ปตท.สผ. ได้รับเรื่องร้องเรียนและได้ดำเนินการแก้ไขในเรื่องร้องเรียนดังกล่าวจนเป็นที่เรียบร้อยและพึงพอใจต่อผู้ร้องเรียน ดังรายละเอียดในส่วนของการดำเนินการแก้ไขนั้น

บัดนี้ทางผู้ร้องเรียนขอยุติเรื่องร้องเรียนและปิดประเด็นดังกล่าว

Name / ชื่อ	Position / ตำแหน่ง	Signature / ลายเซ็น	Date / วันที่
	Plaintiff (ผู้ร้องเรียน)		
	PTTEP Public Affair Officer (เจ้าหน้าที่องค์กรสัมพันธ์)		
	Witness (พยาน)		



APPENDIX 3: GRIEVANCE AND ISSUE MONITORING FORM

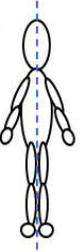
ASSET										
No.	Month	Type of Issue	Type of Impact	Detail	Location	Communication Channel	Status	Progress	Report to external	Remark
Q1 / 20xx										
Q2 / 20xx										
Q3 / 20xx										
Q4 / 20xx										

APPENDIX 4: INCIDENT REPORT FORM

SSHE Form (Rev.08, Sep 2020)

PART 1: INITIAL REPORT (To be completed by Reporting Authority)			
Date of incident:	Time of incident:	Date of report:	FOR SITE SSHE USE ONLY (Please tick as many as apply) Work Related: <input type="checkbox"/> Work Related <input type="checkbox"/> Non-work Related Incident Classification: <input type="checkbox"/> High Potential Incident (HPI) <input type="checkbox"/> Near miss <input type="checkbox"/> External complaint <input type="checkbox"/> Non-compliance <input type="checkbox"/> Injury <input type="checkbox"/> Occupational illness Severity: <input type="checkbox"/> Fatality (FAT) <input type="checkbox"/> Lost Work Day Case (LWDC) days <input type="checkbox"/> Restricted Work Day Case (RWDC) days <input type="checkbox"/> Medical Treatment Case (MTC) <input type="checkbox"/> First Aid Case (FAC) <input type="checkbox"/> Property damage or loss <input type="checkbox"/> Production loss <input type="checkbox"/> Spill <input type="checkbox"/> Other Environmental pollution <input type="checkbox"/> Process Safety Event (PSE) <input type="checkbox"/> Loss of Primary Containment (LOPC) <input type="checkbox"/> Other <input type="checkbox"/> Other
Asset:	Location/Equipment:		
IOGP function: <input type="checkbox"/> Exploration <input type="checkbox"/> Production <input type="checkbox"/> Drilling <input type="checkbox"/> Construction <input type="checkbox"/> Unspecified			
Responsible department:			
Job classification: <input type="checkbox"/> Company <input type="checkbox"/> Contractor <input type="checkbox"/> Third party (please specify name of contractor or third party company: _____)			
Type of activity: <input type="checkbox"/> Construction, commissioning, decommissioning <input type="checkbox"/> Production operations <input type="checkbox"/> Diving, subsea, ROV <input type="checkbox"/> Maintenance, inspection, testing <input type="checkbox"/> Drilling/Workover/Well services <input type="checkbox"/> Seismic/Survey operations <input type="checkbox"/> Lifting, rigging, crane operations <input type="checkbox"/> Office, warehouse <input type="checkbox"/> Off-duty, recreation <input type="checkbox"/> Transport – Water/Marine activity <input type="checkbox"/> Transport – Air <input type="checkbox"/> Transport – Land* <input type="checkbox"/> Transport – Other			
Event category: <input type="checkbox"/> Assault and violent act <input type="checkbox"/> Caught in, under or between <input type="checkbox"/> Confined space <input type="checkbox"/> Cut, puncture, scrape <input type="checkbox"/> Fire/Explosion/Burn <input type="checkbox"/> Exposure electrical <input type="checkbox"/> Exposure noise, chemical, biological, vibration <input type="checkbox"/> Exposure radiation <input type="checkbox"/> Fall from height <input type="checkbox"/> Slips and trips (at same height) <input type="checkbox"/> Overstress/Overload <input type="checkbox"/> Pressure release <input type="checkbox"/> Vehicle/Aircraft related* <input type="checkbox"/> Struck by <input type="checkbox"/> Water related, drowning <input type="checkbox"/> Other <input type="checkbox"/> Equipment failure <input type="checkbox"/> Security incident			
Cost estimate in USD:	Equipment and Material	Production	Admin/Labour
Summary of incident:			
Description: What happened? Why did it happen? What are the consequences?			
Immediate actions:			
Reported by:	Position:	Signature:	Date: DD/MMM/YYYY

**In case of road traffic incident, supplementary form "Road Traffic Incident Report" shall be completed and attached to this report.*

PART 2: INJURED/ILLNESS PERSON DATA (To be completed by Site Doctor, Medic, or First Aider)																																																								
Name:		Nationality:		Age (years):																																																				
Job title:	ID:	Employer:	Department/Contract holder:	Job experience (years):																																																				
Address:				Phone:																																																				
Injury or occupational illness classification: <input type="checkbox"/> Injury <input type="checkbox"/> Occupational Illness																																																								
Description of injury/occupational illness:																																																								
If it is an injury case, please continue to complete this section below.																																																								
Injury type: <input type="checkbox"/> Abrasion <input type="checkbox"/> Bruising <input type="checkbox"/> Burn <input type="checkbox"/> Crush <input type="checkbox"/> Cut/Puncture <input type="checkbox"/> Electric shock <input type="checkbox"/> Foreign body <input type="checkbox"/> Fracture <input type="checkbox"/> Internal organ injury <input type="checkbox"/> Loss of consciousness <input type="checkbox"/> Poisoning <input type="checkbox"/> Muscle strain/Joint sprain <input type="checkbox"/> Other	Body part: <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Right <input type="checkbox"/> Head and neck <input type="checkbox"/> Upper limbs <input type="checkbox"/> Back <input type="checkbox"/> Thorax <input type="checkbox"/> Abdomen <input type="checkbox"/> Pelvis and perineum <input type="checkbox"/> Lower limbs </div> <div style="width: 10%; text-align: center;">  </div> <div style="width: 45%;"> Left <input type="checkbox"/> Head and neck <input type="checkbox"/> Upper limbs <input type="checkbox"/> Back <input type="checkbox"/> Thorax <input type="checkbox"/> Abdomen <input type="checkbox"/> Pelvis and perineum <input type="checkbox"/> Lower limbs </div> </div>	Specific body part: <table border="0" style="width: 100%;"> <tr> <td style="width: 20%;">Head and neck</td> <td style="width: 20%;">Upper limbs</td> <td style="width: 20%;">Lower limbs</td> <td style="width: 40%;">Internal Organ</td> </tr> <tr> <td><input type="checkbox"/> Eye(s)</td> <td><input type="checkbox"/> Shoulder</td> <td><input type="checkbox"/> Thigh</td> <td><input type="checkbox"/> Brain/Nervous system</td> </tr> <tr> <td><input type="checkbox"/> Ear(s)</td> <td><input type="checkbox"/> Arm</td> <td><input type="checkbox"/> Knee</td> <td><input type="checkbox"/> Heart/Circulatory system</td> </tr> <tr> <td><input type="checkbox"/> Nose</td> <td><input type="checkbox"/> Elbow</td> <td><input type="checkbox"/> Leg</td> <td><input type="checkbox"/> Lung/Respiratory system</td> </tr> <tr> <td><input type="checkbox"/> Mouth/Throat</td> <td><input type="checkbox"/> Forearm</td> <td><input type="checkbox"/> Ankle</td> <td><input type="checkbox"/> Lung/Respiratory system</td> </tr> <tr> <td><input type="checkbox"/> Neck</td> <td><input type="checkbox"/> Wrist</td> <td><input type="checkbox"/> Foot</td> <td><input type="checkbox"/> Lung/Respiratory system</td> </tr> <tr> <td><input type="checkbox"/> Head</td> <td><input type="checkbox"/> Hand</td> <td><input type="checkbox"/> Toe</td> <td><input type="checkbox"/> Digestive system/Hepatobiliary system</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Finger</td> <td><input type="checkbox"/> Big toe</td> <td><input type="checkbox"/> Digestive system/Hepatobiliary system</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Thumb</td> <td><input type="checkbox"/> Second toe</td> <td><input type="checkbox"/> Reproductive system</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Index</td> <td><input type="checkbox"/> Middle toe</td> <td><input type="checkbox"/> Reproductive system</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Middle</td> <td><input type="checkbox"/> Fourth toe</td> <td><input type="checkbox"/> Other</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Ring</td> <td><input type="checkbox"/> Little toe</td> <td></td> </tr> <tr> <td></td> <td><input type="checkbox"/> Little</td> <td></td> <td></td> </tr> </table>			Head and neck	Upper limbs	Lower limbs	Internal Organ	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Thigh	<input type="checkbox"/> Brain/Nervous system	<input type="checkbox"/> Ear(s)	<input type="checkbox"/> Arm	<input type="checkbox"/> Knee	<input type="checkbox"/> Heart/Circulatory system	<input type="checkbox"/> Nose	<input type="checkbox"/> Elbow	<input type="checkbox"/> Leg	<input type="checkbox"/> Lung/Respiratory system	<input type="checkbox"/> Mouth/Throat	<input type="checkbox"/> Forearm	<input type="checkbox"/> Ankle	<input type="checkbox"/> Lung/Respiratory system	<input type="checkbox"/> Neck	<input type="checkbox"/> Wrist	<input type="checkbox"/> Foot	<input type="checkbox"/> Lung/Respiratory system	<input type="checkbox"/> Head	<input type="checkbox"/> Hand	<input type="checkbox"/> Toe	<input type="checkbox"/> Digestive system/Hepatobiliary system		<input type="checkbox"/> Finger	<input type="checkbox"/> Big toe	<input type="checkbox"/> Digestive system/Hepatobiliary system		<input type="checkbox"/> Thumb	<input type="checkbox"/> Second toe	<input type="checkbox"/> Reproductive system		<input type="checkbox"/> Index	<input type="checkbox"/> Middle toe	<input type="checkbox"/> Reproductive system		<input type="checkbox"/> Middle	<input type="checkbox"/> Fourth toe	<input type="checkbox"/> Other		<input type="checkbox"/> Ring	<input type="checkbox"/> Little toe			<input type="checkbox"/> Little		
Head and neck	Upper limbs	Lower limbs	Internal Organ																																																					
<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Thigh	<input type="checkbox"/> Brain/Nervous system																																																					
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	<input type="checkbox"/> Index	<input type="checkbox"/> Middle toe	<input type="checkbox"/> Reproductive system																																																					
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	<input type="checkbox"/> Ring	<input type="checkbox"/> Little toe																																																						
	<input type="checkbox"/> Little																																																							
If it is an occupational illness case, please continue to complete this section below.																																																								
<input type="checkbox"/> Back problems and lower limb disorder <input type="checkbox"/> Cancers and malignant blood disease <input type="checkbox"/> Infectious and preventable <input type="checkbox"/> Mental ill-health		<input type="checkbox"/> Noise induced hearing loss <input type="checkbox"/> Poisoning <input type="checkbox"/> Respiratory disease		<input type="checkbox"/> Skin disease <input type="checkbox"/> Upper limb and neck disorder <input type="checkbox"/> Other occupational illness																																																				
Date of arrival at clinic:		Time of arrival at clinic:																																																						
Date of arrival at the onshore hospital:		Time of arrival at the onshore hospital:																																																						
Details of treatment:																																																								
Deposition: <input type="checkbox"/> Treatment on site <input type="checkbox"/> Medical evacuation <input type="checkbox"/> Hospital referral																																																								
Incident Classification : <input type="checkbox"/> FAC <input type="checkbox"/> MTC <input type="checkbox"/> RWDC <input type="checkbox"/> LWDC <input type="checkbox"/> FAT <input type="checkbox"/> Permanent disability																																																								
Confirm status with Corporate Doctor: <input type="checkbox"/> Yes <input type="checkbox"/> No (please specify name of contractor or third party company: _____)																																																								
Reported by:	Position:	Signature:	Date: DD/MMM/YYYY																																																					

Copy of this page can be used if there are more than one (1) injured/illness person.

PART 3: RELEASE DATA (To be completed by Production Supervisor, Process Engineer or designated person)				
If there were any hydrocarbon release/spill occurred, please complete the section below.				
Type of fluid: Process fluid <input type="checkbox"/> Oil <input type="checkbox"/> Gas <input type="checkbox"/> Condensate <input type="checkbox"/> 2-Phase <input type="checkbox"/> Produced water Non-process fluid <input type="checkbox"/> Chemicals <input type="checkbox"/> Diesel oil <input type="checkbox"/> Hydraulic oil <input type="checkbox"/> Lube oil <input type="checkbox"/> Glycol <input type="checkbox"/> Jet A1 <input type="checkbox"/> Other		Unit system: <input type="checkbox"/> Drilling <input type="checkbox"/> Well servicing <input type="checkbox"/> Wellhead <input type="checkbox"/> Flowlines <input type="checkbox"/> Pig receiver/launcher <input type="checkbox"/> Manifold <input type="checkbox"/> Separation <input type="checkbox"/> Processing <input type="checkbox"/> Glycol unit <input type="checkbox"/> Utilities <input type="checkbox"/> Gas compression Train No. <input type="checkbox"/> Control panel <input type="checkbox"/> Metering <input type="checkbox"/> Export/Import <input type="checkbox"/> Drains <input type="checkbox"/> Vent/Flare <input type="checkbox"/> Blow-down <input type="checkbox"/> Transportation <input type="checkbox"/> Storage tank <input type="checkbox"/> FGRU/VRU <input type="checkbox"/> CO ₂ removal <input type="checkbox"/> Well fluid cooler <input type="checkbox"/> Other		Loss of Primary Containment (LOPC): <input type="checkbox"/> Tier 1 LOPC <input type="checkbox"/> Tier 2 LOPC <input type="checkbox"/> Tier 3 LOPC Detection means: <input type="checkbox"/> Fixed Gas Detector/Alarm <input type="checkbox"/> Portable gas detector <input type="checkbox"/> Plan hydrocarbon release survey <input type="checkbox"/> Accidentally found
Leak source: <input type="checkbox"/> Piping <input type="checkbox"/> Flange <input type="checkbox"/> Fitting <input type="checkbox"/> Instrument tube <input type="checkbox"/> Flexible hose <input type="checkbox"/> Relief valve/Rupture disc <input type="checkbox"/> Valve <input type="checkbox"/> Storage tank <input type="checkbox"/> Pressure vessel <input type="checkbox"/> Marine vessel <input type="checkbox"/> Road/Rail tanker <input type="checkbox"/> Other		Cause of leak: (tick more than one if necessary) <input type="checkbox"/> Design failure <input type="checkbox"/> Corrosion <input type="checkbox"/> Erosion <input type="checkbox"/> Mechanical failure <input type="checkbox"/> Incorrectly installed <input type="checkbox"/> Incorrectly fitted <input type="checkbox"/> Improper maintenance <input type="checkbox"/> Dropped object Release characteristics: <input type="checkbox"/> Direct to atmosphere <input type="checkbox"/> To flare <input type="checkbox"/> Opened when containing HC <input type="checkbox"/> Temperature cycling <input type="checkbox"/> Poor workmanship <input type="checkbox"/> Inadequate procedure <input type="checkbox"/> Non-compliance with procedure/PTW <input type="checkbox"/> Vibration <input type="checkbox"/> Compression fitting <input type="checkbox"/> Left open <input type="checkbox"/> Other		Tag no./Name: Toxic gas content (ppm): Duration of leak (mins): Estimated quantity released (kg, l, bbl, mmscf, m³):
If the release resulted in the pollution to the environment (spill), please continue to complete the section below.				
Duration of spill (mins): 		Estimated pollution area (length x width): 		
Characteristics of pollution: 		Position of pollution (coordinates, etc.): 		
Vessel course/speed: 		Sea condition: 		
Weather condition: 		Action taken (to be taken) to combat the pollution or stop sources: 		
Remarks: 				
Reported by: 	Position: 	Signature: 	Date: DD/MMM/YYYY	

PART 7: INCIDENT CAUSES ASSESSMENT (To be completed by Site SSHE) – (Please tick as many as apply)					
Causal Factors					
People (Acts)			Process (Conditions)		
1. Following procedure/rules/permit to work/JSA <input type="checkbox"/> Not followed intentional <input type="checkbox"/> Not followed unintentional <input type="checkbox"/> Operating without authority/permission <input type="checkbox"/> Improper working position for task <input type="checkbox"/> Overexertion of physical capability <input type="checkbox"/> Operating with improper speed <input type="checkbox"/> Improper lifting/loading/unloading <input type="checkbox"/> Other			5. Protective systems <input type="checkbox"/> Inadequate/defective guards or protective barriers <input type="checkbox"/> Inadequate/defective Personal Protective Equipment (PPE) <input type="checkbox"/> Inadequate/defective personal warning systems/safety devices <input type="checkbox"/> Inadequate security provisions or systems <input type="checkbox"/> Other		
2. Use of tools, equipment, materials and products <input type="checkbox"/> Improper use/position of tools/equipment/materials/products <input type="checkbox"/> Servicing of energized equipment/inadequate energy isolation <input type="checkbox"/> Other			6. Tools, equipment, materials and products, and vehicles <input type="checkbox"/> Inadequate design/specification or management of change <input type="checkbox"/> Inadequate/defective tools/equipment/materials/products <input type="checkbox"/> Inadequate maintenance/inspection/testing <input type="checkbox"/> Other		
3. Use protective methods <input type="checkbox"/> Failure to warn of hazard <input type="checkbox"/> Inadequate use of safety systems <input type="checkbox"/> Personal Protective Equipment (PPE) not used or used improperly <input type="checkbox"/> Equipment or material not secured use <input type="checkbox"/> Disabled or removed guards, warning systems or safety devices <input type="checkbox"/> Other			7. Work place hazards <input type="checkbox"/> Congestion, clutter or restricted motion <input type="checkbox"/> Inadequate surfaces, floors, walkways or roads <input type="checkbox"/> Hazardous atmosphere (explosive/toxic/asphyxiant) <input type="checkbox"/> Storms or acts of nature <input type="checkbox"/> Other		
4. Inattention/Lack of awareness <input type="checkbox"/> Improper/lack of decision making and/or judgment <input type="checkbox"/> Lack of attention/distracted by other concerns/stress <input type="checkbox"/> Acts of violence <input type="checkbox"/> Use of alcohol and/or other drugs <input type="checkbox"/> Fatigue <input type="checkbox"/> Other			8. Organisational <input type="checkbox"/> Inadequate training/competence <input type="checkbox"/> Inadequate work standards/procedures <input type="checkbox"/> Inadequate hazard identification or risk assessment <input type="checkbox"/> Inadequate communication <input type="checkbox"/> Inadequate supervision <input type="checkbox"/> Poor leadership/organization culture <input type="checkbox"/> Failure to report/learn from incidents <input type="checkbox"/> Other		
9. Management of Change <input type="checkbox"/> Incident not related to any 'Change' <input type="checkbox"/> Incident due to 'Unauthorized Change' (Change executed without fulfilling MOC requirement) <input type="checkbox"/> Incident resulted from the 'Change' made through the MoC process Ref. MOC No.					
Root Cause Categories					
<input type="checkbox"/> Design <input type="checkbox"/> Risk assessment <input type="checkbox"/> Hardware <input type="checkbox"/> Procedures and safe working practices <input type="checkbox"/> Technical integrity		<input type="checkbox"/> Human factors <input type="checkbox"/> Training and Competency <input type="checkbox"/> Communication <input type="checkbox"/> Commitment and compliance <input type="checkbox"/> Management of Change		<input type="checkbox"/> Contractor management <input type="checkbox"/> Inspection/Audit/Quality Control <input type="checkbox"/> Supervision <input type="checkbox"/> House Keeping	
Life Saving Program (LSP)			Process Safety Fundamentals (PSF)		
Is LSP related to the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No			Is PSF related to the incident? <input type="checkbox"/> Yes <input type="checkbox"/> No		
 <input type="checkbox"/> Confine Space	 <input type="checkbox"/> Driving	 <input type="checkbox"/> Energy Isolation	 <input type="checkbox"/> We respect hazards	 <input type="checkbox"/> We apply procedures	 <input type="checkbox"/> We sustain barriers
 <input type="checkbox"/> Hot Work	 <input type="checkbox"/> Line of Fire	 <input type="checkbox"/> Safe Mechanical Lifting	 <input type="checkbox"/> We stay within operating limits	 <input type="checkbox"/> We maintain safe isolation	 <input type="checkbox"/> We walk the line
 <input type="checkbox"/> Work Authorisation	 <input type="checkbox"/> Work at Height	 <input type="checkbox"/> Bypassing Safety Control	 <input type="checkbox"/> We recognize change	 <input checked="" type="checkbox"/> We stop if the unexpected occurs	 <input type="checkbox"/> We watch for weak signals
Reviewed by:		Position:		Signature:	
				Date: DD/MMM/YYYY	



PART 9: REVIEW COMPLETION OF CORRECTIVE ACTION (To be reviewed by CSH, Asset VP, or Field Manager as per criteria in Incident Management Procedure)

Large empty rectangular box for review completion of corrective action.

Reviewed by:	Position:	Signature:	Date: <i>DD/MMM/YYYY</i>
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PART 10: VERIFICATION AND VALIDATION OF INCIDENT REPORT (To be verified and validated by FG SSHE or CSA/O or CSA as per criteria in Incident Management Procedure)

Large empty rectangular box for verification and validation of incident report.

Reviewed by:	Position:	Signature:	Date: <i>DD/MMM/YYYY</i>
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