

Process description Incident investigation

Internal information

Version 1.1

TenneT

Document history

Date	Changes	Version	Author	Authorisation
01-12-2014	-	1.0	F. Geijlvoet (SSC)	R. Marchal (senior manager, SSC)
11-12-2015	Process aligned with present practice	1.1	F. Geijlvoet (SSC)	R. Marchal (senior manager, SSC)

Information protection classification

A2, I2, C2	Information for internal purposes
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1. Introduction

1.1 Purpose

The TenneT requirements for incident investigation and analysis are described in the Guideline reporting, investigation and review of SHE incidents (CSS15-009). The aim of the Process description incident investigation (CSS14-037NL/GE/UK) is to describe the practical steps in the process, define roles and responsibilities of those involved, and set minimum requirements for the deliverables.

1.2 Scope

This guideline applies to the following TenneT segments:

- TenneT Onshore NL
- TenneT Onshore GE
- TenneT Offshore & DCI

1.3 Main changes compared with the previous version

The process for Incident investigation was updated to reflect the present manner of working.

1.4 Relation to other TenneT documents

The Guideline reporting, investigation and review of SHE incidents (CSS15-009) forms the basis for this process description. This process description is available in the Dutch, German and English language.

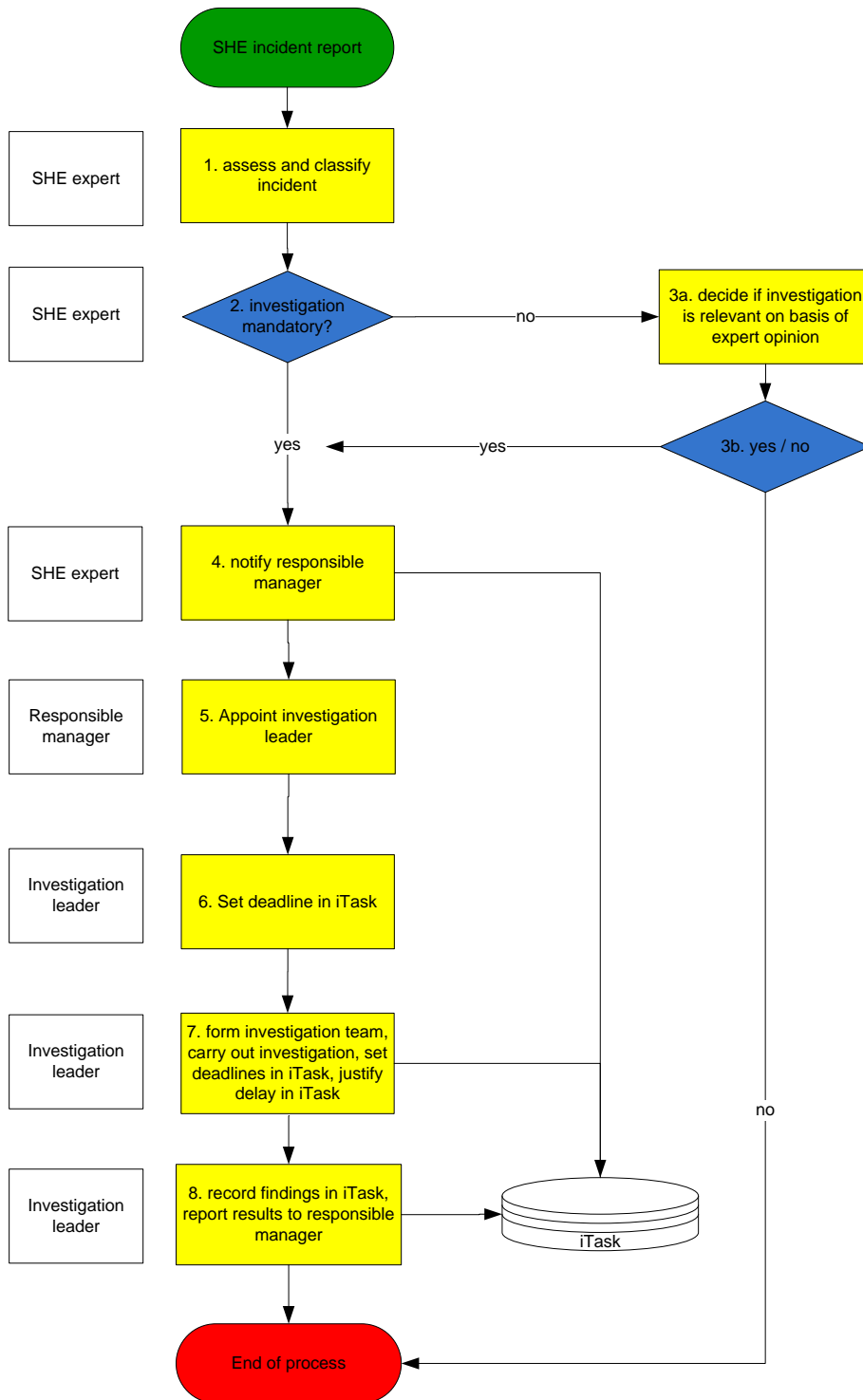
2. Process description

The process of incident investigation is outlined in the process scheme in chapter 3. The process steps are explained in the table below. The numbers in the table correspond to the numbers in the scheme. The timeline functions as an indication, as circumstances may necessitate deviations from the proposed timeline.

	Process step	Description
0	SHE incident	An incident is reported.
1	Assess and classify incident	The SHE expert assesses the incident report in order to establish work relatedness, adds a classification and evaluates whether the incident is tagged as HRI. The SHE expert records

	Process step	Description
		the result in iTask.
2	Investigation mandatory?	Guideline CSS15-009 defines which incidents must be investigated. These are: FAT, LWC, RWC, MTC, HRI.
3	Decide if investigation is relevant on basis of expert opinion	Although investigation may not be mandatory, the SHE expert may have other reasons to investigate (e.g. frequent similar cases, same project, same contractor etc.)
4	Notify responsible manager	The SHE expert informs the responsible manager to appoint an investigation leader. The responsible manager may be any manager up to and including a senior manager. The senior manager (topic owner) is accountable for the current and all following process steps.
5	Appoint investigation leader	The responsible manager appoints an investigation leader. The investigation leader is not a SHE expert but someone of the line organisation.
6	Set deadline in iTask	Together with the SHE expert, the investigation leader sets a deadline for the completion of the investigation. The default period is two weeks counting from the date of the incident. However, in case of valid reasons, this period may be lengthened by the investigation leader. The investigation leader is responsible for reporting the new deadline and reason for extension in iTask.
7	Form investigation team, carry out investigation, set deadlines in iTask, justify delay in iTask	The investigation leader forms a team and carries out the investigation. The default method is 5Why but any other method may be used as long as it is proportional to the complexity and the seriousness of the incident. The findings are recorded in iTask by the investigating team members. These need to include: the relevant facts, Root Cause Analysis (RCA), BRF classification and recommendations. In case a separate Word report is made, the template for investigation reports must be used.
8	Record findings in iTask, report results to responsible manager	All findings are recorded in iTask (including the separate investigation report in Word). The investigation leader presents the report to the responsible manager.

3. Process scheme



4. RASCI matrix

		SHE expert	Responsible manager	Senior manager	Investigation leader
1	Assess and classify incident	R/A			
2	Investigation mandatory?	R/A			
3	Decide if investigation is relevant on basis of expert opinion	R/A			
4	Notify responsible manager	R/A	I		
5	Appoint investigation leader	I	R	A	I
6	Set deadline in iTask	C	I	A	R
7	Form investigation team, carry out investigation, set deadlines in iTask, justify delay in iTask	S	I	A	R
8	Record findings in iTask, report results to responsible manager		I	I/A	R

Legend

- R (responsible): those who do the work and are responsible for the result. They report directly to the person accountable.
- A (accountable): the one ultimately responsible and authorised to hold accountable those responsible.
- S (supportive): those who provide support and assistance to those responsible for the result.
- C (consulted): those whose opinions are sought before decisions or steps are taken to achieve the result (two-way communication).
- I (informed): those who are informed after decisions have been made or results have been achieved. They have no influence over the result.