



# PHMSA'S Web Conference Series 2014



## RP 1173: Pipeline SMS Requirements

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# Incident Investigation, Evaluation, and Lessons Learned

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# Emergency Preparedness and Response

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## Element 5: Incident Investigation, Evaluation, and Lessons Learned

The pipeline operator shall maintain a procedure for investigating incidents and near misses that led, or could have led, to a loss of life or serious injury.



# Investigations

- Identify the cause, contributing factors and lessons.
- Evaluate the emergency response.
- Develop recommendations for improvement.
- Update your risk assessment



## Follow-up and Communication

- Track corrective and preventative actions
- Communicate the investigation findings
  - Internally
  - Externally



## Past Events & External Events

- Reevaluate your past incidents of high consequence.
  - Generate new learnings
  - Effectiveness of learnings from known lessons
- External Events

*“Learn from others’ mistakes. You can’t live long enough to make them all yourself.”  
(Eleanor Roosevelt)*





# Incident Investigation, Evaluation, and Lessons Learned

- Action: Apply the incident investigation framework of 1173 to your management system and it will improve your ability to learn and improve.

*"Tomorrow's illiterate will not be the man who can't read; he will be the man who has not learned how to learn." (Alvin Toffler)*



# Element 8: Emergency Preparedness & Response





The pipeline operator shall maintain procedures for responding effectively to a pipeline incident.

Emergency preparedness and response plans shall be in place and ready for immediate implementation.

The plans shall be accessible and communicated to all personnel and contractors.

The plans should be based on applicable laws and regulations.



# Not Just Spill Response

- spills
- releases
- weather events
- security threats
- fires
- utility losses
- pandemics
- civil disturbances
- look to what is included in O&M plans and review when new threats identified



# What should plans/procedures include?

- internal and external notification requirements
- identification of response resources and interfaces
- recognition and use of Unified Command/Incident Command Structure
- safety, health, and environmental protection processes
- communication plan
- training and drills, including involvement of external agencies and organizations



## What else must be considered?

- lessons learned and improvement process
  - What worked and what didn't?
  - How do lessons from drills and actual response feed back into plans and procedures?
- periodic review and updating of the plan

Experience tells us we need to know who our partners in response are and communicate with them before an emergency.