

<b>JAGUAR ENERGY SERVICES, LLC</b> 310 N Parkerson Ave Crowley, LA 70526  Original Date of Implementation: October 2013 New Effective Date:	<b>INCIDENT INVESTIGATION AND REPORTING</b>  Plan Revision Date: Page 1 of 11
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**Section 20.0**  
**INCIDENT INVESTIGATION AND REPORTING**

**A. Purpose**

The purpose of this procedure is to outline **JAGUAR ENERGY SERVICES, LLC's** process for investigating and reporting incidents/accidents.

1. It is **JAGUAR ENERGY SERVICES, LLC's** intent that all incidents and near misses are properly investigated or reviewed according to the requirements of this procedure.

**B. Scope**

This procedure applies to all incidents and near misses.

**C. Responsibilities**

1. The Safety Coordinator or his/her designee is responsible for ensuring that employees have completed the training required by this procedure.
  - (a) Additional responsibilities include:
    - (i) The implementation of this Policy.
    - (ii) Documentation of completion by each employee.
    - (iii) Ensuring all incidents are properly investigated and resolved to prevent future recurrences.
    - (iv) Ensuring that appropriate personnel with the required expertise are named to and included on incident investigation committees.
    - (v) Notifying the appropriate regulatory agencies of a fatality, multiple hospitalizations, significant property damage, and environmental hazards.
    - (vi) Publishing a monthly injury report for distribution to **JAGUAR ENERGY SERVICES, LLC** personnel.
    - (vii) Completing **JAGUAR ENERGY SERVICES, LLC's** Employee Accident Report.

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(viii) Maintaining records and logs of incidents that may be required by regulatory agencies, such as the OSHA 300 log.

2. The Supervisor is responsible for providing assistance in the implementation of this policy.
3. **JAGUAR ENERGY SERVICES, LLC** personnel are responsible for ensuring that they receive initial training on incident investigation and near miss reporting.
  - (a) Additional responsibilities include:
    - (i) Reporting all incidents **IMMEDIATELY** to their supervisor or the Safety Director.
    - (ii) Notify the customer immediately of incidents that have occurred on their properties.

#### D. Procedure

1. An incident is an unplanned event that results in a near miss, personal injury or in property damage.
  - (a) When a personal injury requires little or no treatment, it is minor.
  - (b) Property damage may be minor or major.
  - (c) If an incident results in a fatality or a permanent total, permanent partial, or temporary (lost-time) disability, it is serious or considered major.
2. All incidents should be investigated regardless of the extent of the injury or damage.
3. A Near Miss is a type of incident where there could have been injury or property damage, but the involved personnel managed to escape unharmed, often by inches or seconds.
  - (a) Near misses have all of the characteristics of a more serious incident except there was no injury or property damage.
  - (b) Near misses can be a strong warning of the potential for a more serious incident.
  - (c) Near misses must be investigated because the potential outcomes can be quite serious and must be prevented.

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4. Incidents involving severe personal injury or death, extensive property damage, or hazard to the public or environment, may require immediate notification of various **JAGUAR ENERGY SERVICES, LLC**, customer, government and insurance agencies.
5. The Safety Director will be responsible for agency notifications.
6. The Safety Director will determine the incident response classification.
  - (a) Incidents can be classified as follows:
    - (i) **Personal Injuries** - If personnel injuries require only simple first aid, the classification is below the threshold for Safety Director and Supervisor involvement.
    - (ii) **Death** - If a death is involved the Safety Director must be notified.
    - (iii) **Property Damage** - If the damage is slight or superficial, the classification is probably below the threshold level for the Safety Director and Supervisor involvement.
7. The Safety Director will participate in any investigation at the request of the customer or President.
8. The Safety Director retains responsibility and authority over the investigation and will prepare the final written incident report.
9. Safety Director is responsible for incident documentation and communication of lessons learned and review of similar operations to prevent re-occurrence will be communicated to all employees through employee portal, meetings, training.
10. The Safety Director must complete the Employer's First Report of Injury or the equivalent OSHA 301 form for all injuries that are considered OSHA recordable.
11. The Safety Director must update the OSHA 300 log as required for OSHA recordkeeping of injuries or illnesses.
  - (a) If an injured employee status changes to lost time or restricted work then the associated days must be updated on the OSHA 300 log.

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- (b) OSHA 300 logs must be submitted to the Safety Coordinator by January 30 for the previous year.
- (c) Entries in the Log must be made as early as practical but no later than six days after learning of a recordable incident.

**12. Response Times**

- (a) It is important to respond quickly to an incident, especially when a customer's operations are negatively impacted.
- (b) Host Facility (Operator) will be provided a copy of the incident report within 24 hours.
- (c) OSHA required incidents will be verbally reported to OSHA within 8 hours.
- (d) It is **JAGUAR ENERGY SERVICES, LLC's** goal to respond within four hours of notification of an incident.
- (e) **JAGUAR ENERGY SERVICES, LLC** personnel should not guarantee that **JAGUAR ENERGY SERVICES, LLC** representatives will be on-site within this time frame.
- (f) **JAGUAR ENERGY SERVICES, LLC** Personnel must notify the client of **JAGUAR ENERGY SERVICES, LLC** procedures and that a response effort has been initiated.

**13. Incidents Involving Personal Injury or Death**

- (a) All on the job accidents that result in personal injury must be reported to the Safety Director as soon as possible.
- (b) The Supervisor will fill out an Employee Accident Report and will turn it into the Safety Director.
  - (i) In addition to the employee/supervisor Accident Report form, the employee should include a brief narrative that includes:
    - (i) Date, time and location of the accident
    - (ii) Injuries sustained (if any)
    - (iii) Whether medical assistance was required and where it was rendered
    - (iv) Doctor's name and address
    - (v) How the accident happened
    - (vi) Equipment involved
    - (vii) How the accident could have been prevented
- (c) The Safety Director will review the Accident report.
- (d) An investigation team may be assembled to assist with determining the cause and preventive actions.

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- (e) The Safety Director will provide assistance to the investigation team for serious incidents.
- (f) In case of a fatality or if three or more personnel are injured in the same accident, **JAGUAR ENERGY SERVICES, LLC** must notify OSHA at the area office in Baton Rouge, LA. by phone within eight hours of all details of the accident.
  - (i) Phone No. (225) 389-0474 or (281) 591-2438.
  - (ii) The insurance agent must also be notified by phone.

**14. Incidents Involving Automobiles**

- (a) Incidents arising out of operation of a vehicle while on **JAGUAR ENERGY SERVICES, LLC** business must be reported to the Safety Director *IMMEDIATELY*.
- (b) If the vehicle is a company-owned or -leased vehicle and someone is injured or damage to a second party's vehicle or property has occurred, then the Safety Director must notify **JAGUAR ENERGY SERVICES, LLC's** insurance provider as possible following the occurrence.
  - (i) An accident reporting packet should be kept in the glove compartment of all company owned or leased vehicles.
  - (ii) The Safety Director can provide these packets.
  - (iii) These packets contain:
    - (i) A copy of **JAGUAR ENERGY SERVICES, LLC's** automobile claims process.
    - (ii) Each company owned or leased vehicle will carry a disposable camera to help document damage and potential causes of the accident.
  - (iv) If the accident has occurred in a leased car, the rental car agency must be notified immediately.
  - (v) If an accident occurs in a personal vehicle that is being operated for **JAGUAR ENERGY SERVICES, LLC** business, the incident should be reported to the vehicle owner's personal insurance.
  - (vi) An accident report should be completed and filed with the Safety Director.
- (C) Anytime a motor vehicle collision occurs between a **JAGUAR ENERGY SERVICES, LLC** vehicle and another vehicle

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on a public roadway the police, sheriff, or state police must be contacted for a Uniform Crash Report to be completed.

**15. Field Incidents Involving JAGUAR ENERGY SERVICES, LLC Equipment**

- (a) The **JAGUAR ENERGY SERVICES, LLC** employee who first receives notice of the incident is the most important person to both the client and **JAGUAR ENERGY SERVICES, LLC IMMEDIATELY**.
- (b) If the platform, pipeline station, water injection plant, or other worksite has been shutdown as a result of the incident, it is imperative that an action team is assigned to the incident as soon as possible.
- (c) Preliminary investigations may begin before arrival of the formal investigation team providing:
  - (i) No oral or written statements are given the client relative to the incident cause or fault.
  - (ii) Preliminary conclusions are more often than not incorrect because of the absence of facts that are discovered later.
  - (iii) No notes or other descriptions of the incident, other than what is needed to complete an accident report form, are copied for any reason.
  - (iv) Retain all original notes until such time as the Safety Director or incident team advises you to do otherwise.
  - (v) All photographs of the incident (including negatives) are turned over to the Safety Director.

**16. Conducting an Incident Investigation**

- (a) The objectives of an incident investigation are as follows:
  - (i) Locate and identify relevant evidence.
  - (ii) Evidence will be available from:
    - (i) People involved such as injured, principals or witnesses.
    - (ii) Materials involved such as what was in use or stored in the area.
    - (iii) Environmental factors like weather, light, heat or noise.
  - (iii) Examine the evidence to ascertain its impact on the accident sequence.

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- (iv) Reconstruct the sequence of events based on the evidence.
- (v) Develop conclusions from the evidence regarding the physical causes of the accident.
- (vi) These conclusions should not deal with placement of legal responsibility upon any party.
- (vii) Equipment needed to complete an investigation provided by JES can include:
  - (i) Recording equipment such as a camera or tape recorder.
  - (ii) Investigation notebook which includes statements, reports, photos and other instructions or information obtained during the investigation.
  - (iii) Plastic bags and envelopes to hold items for further testing.
  - (iv) Spray paint or chalk to mark floors and surfaces to identify positions or reference points.
  - (v) Tools such as flashlights, tape measures, barricade tape.
  - (vi) Personal protective equipment.
- (viii) When possible, secure the scene of an incident to prevent alteration of evidence or further injury.
- (ix) Do not remove anything from the scene without approval of the person in charge.
- (x) Investigation team will develop corrective actions resulting from the investigation.

**17. Recording Physical Evidence**

- (a) An accident investigator must:
  - (i) Determine what happened
  - (ii) How it happened
  - (iii) Why it happened from the evidence

**18. Parts Examination**

- (a) The gathering of parts for evidence should begin after their positions are recorded, diagrammed and photographed.
- (b) Absence of parts off any guards, controls, or operating instruments among the damaged or remaining parts should be noted.

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- (c) Removal of parts should not occur until witnesses have been interviewed, as visual references to the accident site can stimulate memory.
- (d) Removal of parts should be controlled and methodical.
- (e) Caution should be taken to prevent damage or distortions.

**19. Photographing the Accident Site**

- (a) The investigator should provide a series of photographs that will enable the viewer to understand how the accident happened.
- (b) Photographs should only be taken with customer permission.
- (c) Do not take flash photos in an explosive environment.
- (d) Photographs should be taken as follows:
  - (i) Progressing in a clockwise manner, take pictures from all four sides or major directions.
  - (ii) Views help orient analysis of other photographs and prevent misinterpretation due to factors of camera position and shadows.
  - (iii) Along the approach view to the accident site, if such movement was part of the pre-contact activity.
  - (iv) Overhead for a better understanding of the “big picture.”
  - (v) Medium range views of major elements involved.
- (e) Examples of articles of evidence are:
  - (i) Tools
  - (ii) Blood stains
  - (iii) Broken parts and similar articles should be photographed before they are moved or cleaned up.
- (f) Sometimes two photographs should be taken of larger articles.
  - (i) Take one at close range.
    - (i) Use a ruler to help show the exact measurement of the object.
  - (ii) Take a second one from about six feet to bring the background into view.
    - (i) Outdoor or environmental factors to show the effects of the visibility restrictions, surface wetting and weather factors.



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- (g) Caution should be taken to not endanger oneself when taking pictures of an accident scene.
- (h) On the back of each photograph note the following information:
  - (i) Photographer's name
  - (ii) Date and time taken
  - (iii) Description of the object
  - (iv) Position camera was facing (compass)

**20. Diagrams**

- (a) Diagrams should be prepared if they contribute to the accident investigation.
- (b) Diagrams should be cross referenced in the accident report unless they are self explanatory.
- (c) Only essential information to understanding the accident situation should be included.
- (d) When creating a diagram:
  - (i) Use graph paper for ease of scaling
  - (ii) Orient drawings of each object with an arrow pointing north.

**21. Interviewing Witnesses**

- (a) Interviews should be:
  - (i) Completed as soon as possible, while maintaining due regard for injured or distraught individuals.
  - (ii) Conducted with an open mind.
    - (i) Any preconceived ideas of how the accident occurred will affect the interview and may very influence the type and nature of questions posed to the witness.
  - (iii) Interviews may be completed at the scene or in private.
- (b) Guidelines for conducting an interview include:
  - (i) **Be a good listener.**
    - (i) Allow your witness to tell their story in full.
    - (ii) Repeat back your understanding and make notes of key points.
  - (ii) **Keep an open mind.**
    - (i) Do not jump to conclusions
  - (iii) **Stay in control.**

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- (i) Any loss of temper during an interview will destroy the effectiveness of the interview.
- (iv) **Do not ask leading questions.**
  - (i) Let the person interviewed explain what happened in his/her/her own words.
- (v) **If the interview is recorded:**
  - (i) Do not hide the recorder.
  - (ii) Set the recording equipment up in a non-obtrusive manner.
  - (iii) Ensure the witness understands that he/she is being recorded.
  - (iv) Begin an interview by allowing the witness to relate in his/her own words what is known about the accident.
  - (v) What he/she saw or heard.
  - (vi) What he/she felt before, during and after the incident.
  - (vii) Make notes for questions that will be asked after the individual has completed telling their story.

**E. Training Requirements**

1. Safety Coordinator, Safety Director, and all Supervisors will be trained on the following topics:
  - (a) Injury and Illness reporting requirements.
  - (b) Incident investigation techniques.
  - (c) The contents of this procedure.
2. All other **JAGUAR ENERGY SERVICES, LLC** personnel will be trained on the following topics:
  - (a) Injury and Illness reporting requirements.
  - (b) Incident investigation techniques.
  - (c) The contents of this procedure.

**F. Training Frequency**

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1. Safety Coordinator, Safety Director, and all Supervisors will be trained according to the following schedule:
  - (a) Initially upon hire.
  - (b) As necessary thereafter.
  
2. All other **JAGUAR ENERGY SERVICES, LLC** personnel will be trained on the following topics:
  - (a) Initially upon hire.
  - (b) As necessary thereafter.