

Element 9: incident investigation and analysis

Effective incident investigation, reporting and follow-up are necessary to achieve Operations Integrity. They provide the opportunity to learn from reported incidents and to use the information to take corrective action and prevent recurrence.

- 9.1 A process is in place for reporting, investigating, analyzing and documenting actual safety, security, health, environmental and regulatory compliance incidents and significant near misses.
- 9.2 Procedures are in place for the Law Department to investigate, analyze and advise on incidents when necessary.
- 9.3 Procedures exist for actual incidents and near misses, other than those investigated by the Law Department, which:
 - provide for timely investigation
 - consider potential consequences in determining the level of investigation
 - identify root causes and contributing factors
 - determine and ensure implementation of actions needed to prevent recurrence of this and related incidents
 - reflect legal input
- 9.4 Findings are retained, periodically analyzed to determine where improvements to practices, standards, procedures or management systems are warranted, and used as a basis for improvement.
- 9.5 A process is in place to share lessons learned from actual incidents and near misses among ExxonMobil organizations, and to interact with others as appropriate to facilitate improvements in performance.