



# Learning from incidents

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# Learning internally to the organisation

## Analyse/ investigate:

- Sequence of events
- Causes
- Barriers
- Similar incidents
- Recommended actions



## LEARN - Decide and implement actions:

1. What to learn?
2. Who to learn?
3. How to learn?
4. When to learn?
5. How to make it last?
6. How to document the learning?

Collaboration and planning is key

# Learning in Equinor's Management System

## **SF103 – Handle safety and security incident - Purpose**

*The purpose of this process is to ensure that a safety or security incident is properly handled and recorded with appropriate quality to:*

- Enable learning*
- Accommodate necessary reporting and performance management.*

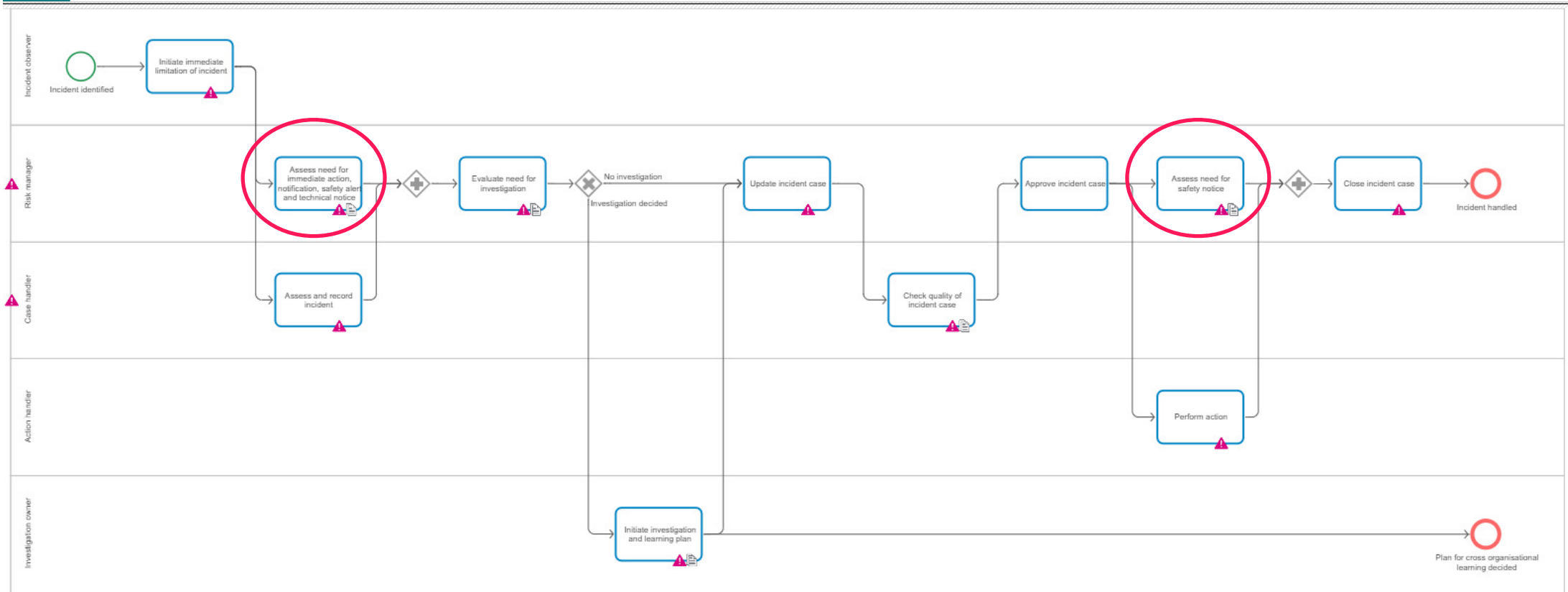
*Target group is all personnel involved in handling of a safety or security incident*



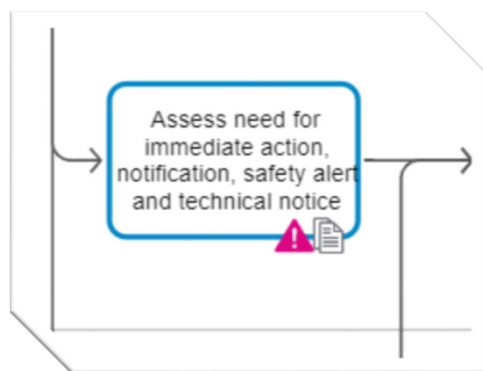
SF103 - Handle safety and security incident

Diagram Overview Steps

IMP DISP Search Print Share Info Bar



## Products relevant for learning



### R-112335 – Create Safety Alert

- Consider informing the organisation with a Safety Alert, about actual and potential serious weaknesses that have been discovered
- Focus on immediate actions for others
- The Safety Alert shall be created in Synergi



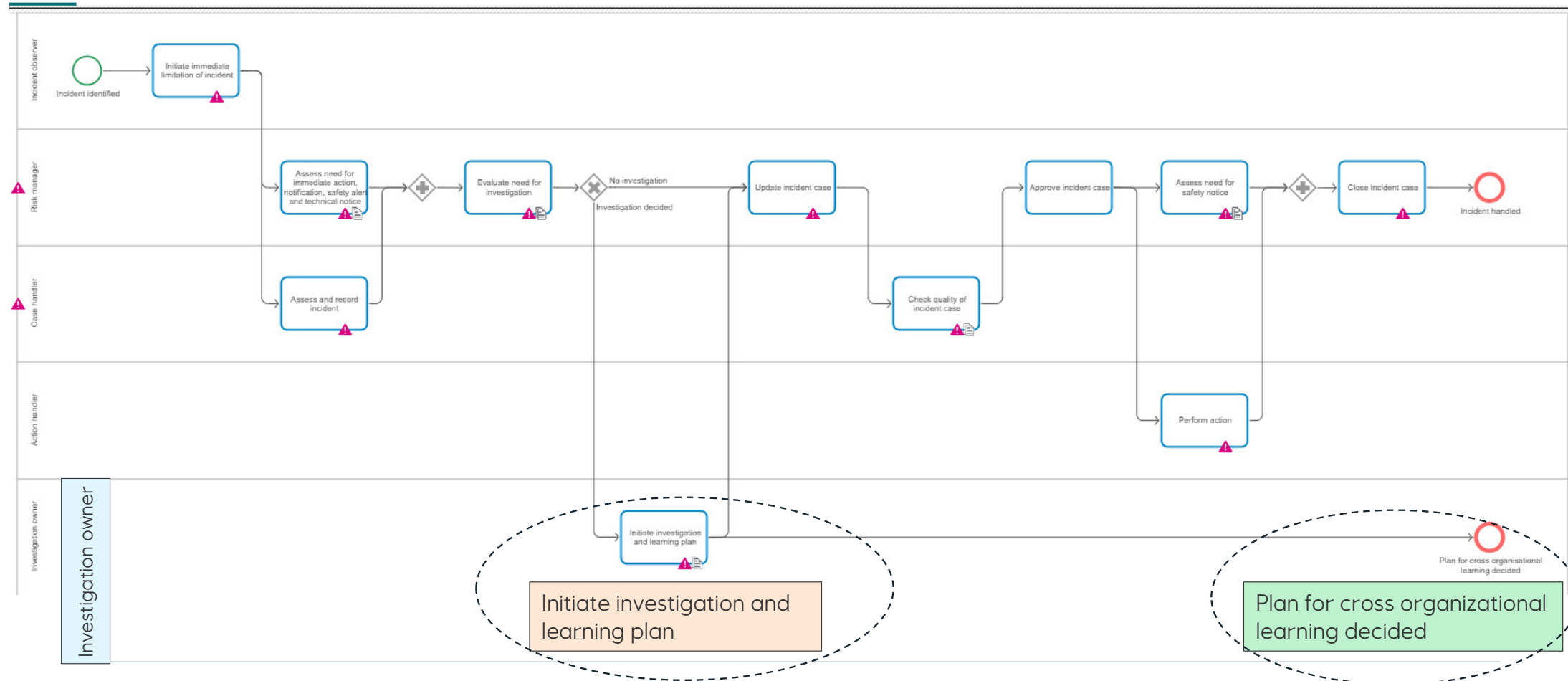
### R-24430 Create Safety Notice

- All incidents investigated at level 1 and 2
- Focus on root causes and key learnings
- The Safety Notice shall be created in Synergi

< > ↑ SF103 - Handle safety and security incident ♥

Diagram Overview Steps

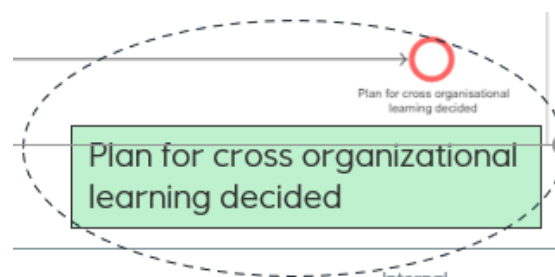
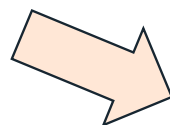
IMP DISP



## Commissioning level 1 and 2 investigations – cross organizational learning

**“Consult Equinor SSU Learning Panel to conclude on cross BA learning potential”**

- How to reach out ?
- How to collaborate?
- How to get to this point?



[EquinorSSU Learning Panel Homepage](#)



# Learning externally to the organisation

## Example:

In the recent years Equinor has experienced two major incidents related to flexible risers:

- 1. March 2019 | Norway, Snorre Field** - water injection riser (not in use) fallen to seabed
- 2. April 2020 | Brazil, Peregrino Field** - production riser parted during leak test

The thorough investigations of these cases led to learnings that altered both internal technical requirements ([TR3051, reviewed in 2021](#)) and external API guidelines ([SPEC 17J, reviewed in 2021](#)).

The learning froms these experiences was also shared with ANP, to enhance the Brazilian industry knowledge.



## Assuring the learning from incidents

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