



**Royal
HaskoningDHV**
Enhancing Society Together

**Service: Incident
Investigation and
Management**



Turning incidents into opportunities

Safety is critical to the reputation and economically sustainable development of organisations. And, after the initial 'make safe' response to an incident, it is essential that you learn from incidents so that you minimise or eliminate them in the future. This can be achieved with the type of high level knowledge, careful judgement and sensitivity that Royal HaskoningDHV provides.

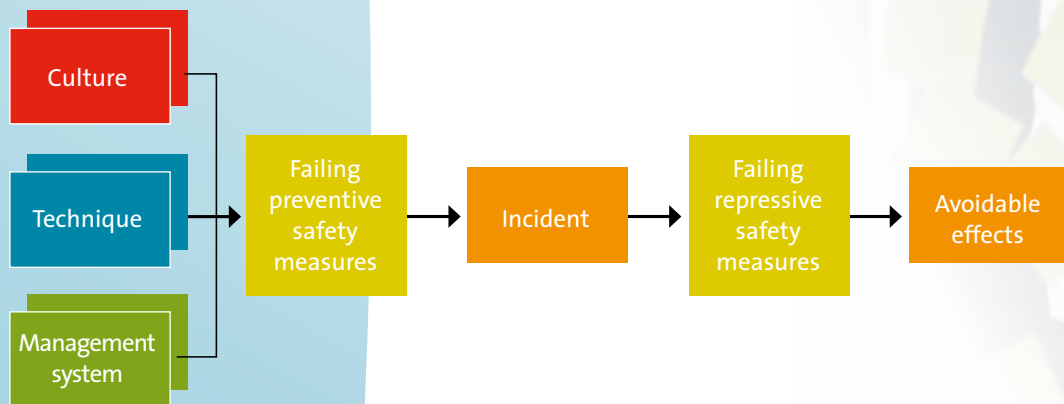
Our capability

Our Consultants, Researchers and Safety Managers combine extensive experience and deep knowledge with industry qualifications. The majority of them have a technical background and all have extensive experience in industrial or infrastructural projects. This capability applies to multiple sectors, and can be performed at short notice, worldwide. If extra technical expertise is needed, this is available within Royal HaskoningDHV.

In this way, Royal HaskoningDHV is able to meet the demands of all key elements of investigation, incident management, and training.

Incident Investigation

Expert and thorough Incident Investigation from Royal HaskoningDHV can prevent future incidents or limit their consequences by investigating the causes or probable causes and making appropriate recommendations on preventive and repressive safety measures. Our approach to any incident begins with a meeting at which, ideally, all stakeholders are present. The purpose of this meeting is to determine the scope of the investigation. We then proceed to fieldwork, fact finding, interviews and analyses in order to establish the precise nature of events. The process is completed via detailed reporting in terms of conclusions and recommendations.



The scope of an investigation, including preventive and/or repressive safety measures.

Incident Management

Every incident requires follow-up, aftercare, and communication and reassurance with regard to stakeholders, authorities and the media.

Nobody is better equipped than Royal HaskoningDHV to guide and support your organization in the confused and stressful post-incident period.

Crucially, our experts are trained not only in Incident Investigation, interviews and analyses, but also in communication skills and reporting.

And, going beyond the immediate requirements of a given incident, we can help your organisation to set up sophisticated Incident Management processes and systems.





Our Incident Management capability incorporates all necessary or relevant activities such as:

- Project management
- Process safety assessment
- TRIPOD Beta analysis
- Legal consultancy
- Risk assessment
- Management consultancy
- Stakeholder management
- Trend analysis of multiple incidents and/or near misses
- Second opinion

TRIPOD Beta

Within this process, Royal HaskoningDHV deploys TRIPOD Beta and TRACK as an analysis tool for the proper and thorough analysis of incidents. This involves analysing the underlying (mostly) organisational issues and identifying the associated improvement measures as a condition for safe and sustainable operation. We have extensive experience in the practical introduction and application of TRIPOD Beta and TRACK and other analysis tools across companies.

Incident Investigation, Training and Coaching

The imperative must always be to ensure that incidents and near misses are a means to learning and improving. This can be achieved by high level training and coaching in the latest incident investigation techniques and structures.

Royal HaskoningDHV provides Incident Training and Coaching that is tailored to your circumstances or organisation. Subjects that can be addressed include:

- Fact-finding
- Tripod Beta analysis
- Interviewing
- Conclusion and recommendations
- Studying documentation
- Reporting
- Timeline

Multiple sectors and clients

Royal HaskoningDHV experts have performed Incident Investigation, research and consultancy for multiple sectors and customers, including: industrie, construction, infrastructure (rail, road, water), oil, chemical and gas storage facilities, food and healthcare.



Conditions for availability are on request, or subject of (call off) contractual agreements. We are available for incidents in the Netherlands and abroad.

For further information please contact our experts:

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Royal HaskoningDHV is an independent, international engineering consultancy providing services for the entire living environment. Our work contributes to the sustainable development of the communities we work in all over the world. We believe meaningful solutions cannot be created without collaboration with our partners, clients and other stakeholders. We enhance society together.