

The incident management process includes four main phases:

- Immediate response
- Collecting evidence: Collecting facts and data
- Systematic analysis of data to determine root causes
- Making recommendations to prevent recurrence and establishing an action plan

In addition, a procedure is established at each site for the immediate reporting and investigation of all incidents (near misses, first aid cases, reportable cases, lost work cases and fatalities). Incident investigations are documented (safety incident report). Serious incidents that occur worldwide are investigated for similar conditions/factors to identify and take advantage of opportunities to improve safety processes.