MERCURY

Advanced Incident Reporting and Investigation

15 – 19 March 2027
Kigali (Rwanda)



Dubai - UAE: +971 4 450 5697
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Ref: 121874_1081778 **Date:** 15 – 19 March 2027 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction

The Advanced Incident Reporting and Investigation course builds on foundational reporting and investigation principles by addressing complex incidents, systemic failures, and strategic risk implications. It develops advanced capabilities to lead high-consequence investigations, evaluate organizational controls, and translate evidence into executive-level decisions. Participants will examine sophisticated investigation methodologies, human and organizational factors, causal analysis, and assurance processes. The program emphasizes governance, evidence integrity, leadership accountability, and the effective oversight of corrective and preventive actions. Participants will strengthen their ability to challenge assumptions, identify systemic weaknesses, and prevent recurrence. It supports mature safety management systems by connecting incident intelligence with enterprise risk, operational resilience, and continuous improvement.

Targeted Groups

This Advanced Incident Reporting and Investigation training targets professionals seeking specialized knowledge and skills:

- HSE Directors and Senior HSE Managers.
- Corporate Safety and Risk Directors.
- Senior Incident Investigation and Root Cause Analysis Specialists.
- Operational Risk and Compliance Directors.
- Senior EHS Governance and Assurance Professionals.
- Operations Directors, General Managers, and Senior Operations Managers.
- Corporate Risk and Operational Excellence Managers.
- Incident Management, Audit, Compliance, and Governance Leaders.

Course Objectives

Participants will achieve the following objectives by completing the Advanced Incident Reporting and Investigation course:

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- Lead complex incident investigations involving multiple functions, contractors, and operational interfaces.
- Evaluate investigation governance, scope, independence, evidence quality, and decision-making requirements.
- Apply advanced causal analysis to distinguish immediate, contributing, systemic, and latent factors.
- Assess human and organizational factors influencing incident occurrence and recurrence.
- Critically evaluate investigation findings, challenge weak assumptions, and validate evidence.
- Develop strategic corrective and preventive action programs linked to enterprise risk priorities.
- Establish governance mechanisms for monitoring action ownership, effectiveness, and closure.
- Analyze incident trends, leading indicators, and recurring patterns to identify systemic exposure.
- Present complex findings and risk implications clearly to executives, boards, and assurance committees.
- Integrate investigation intelligence into safety management, operational resilience, and organizational learning.

Targeted Competencies

Participants will gain the following competencies during the Advanced Incident Reporting and Investigation program:

- Strategic investigation leadership, governance, and professional judgment.
- Advanced evidence evaluation, causal reasoning, and quality assurance.
- Systemic root cause analysis and human factors assessment.
- Executive reporting, risk communication, and stakeholder management.
- Corrective-action governance, assurance, and effectiveness verification.
- Enterprise risk integration, incident intelligence, and trend analysis.
- Cross-functional investigation leadership across complex interfaces.
- Organizational learning, safety maturity, and continuous improvement.

Real-world Case Studies

In this Advanced Incident Reporting and Investigation training, participants will develop their skills through the analysis of the following cases:

- A high-potential process safety incident with multiple control failures.
- A serious contractor incident requiring independent investigation and governance review.
- A recurring near-miss pattern indicating systemic weaknesses across business units.
- Conflicting witness evidence and incomplete operational records.
- A major incident requiring executive briefing and regulatory coordination.
- Corrective actions that appear complete but fail effectiveness verification.
- Trend analysis revealing repeated failures across sites or functions.

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Course Content

Unit 1: Advanced Investigation Governance and Leadership

- Governance of high-consequence incidents and executive investigations.
- Defining investigation scope, authority, independence, and escalation.
- Developing investigation charters, terms of reference, and protocols.
- Leading multidisciplinary investigation teams across key functions.
- Managing conflicts of interest, confidentiality, and evidence integrity.
- Maintaining independence during executive oversight and critical investigations.
- Evaluating investigation quality, completeness, and professional defensibility.
- Identifying governance and leadership failures affecting investigations.
- Establishing escalation pathways for major and emerging risks.

Unit 2: Advanced Evidence, Analysis, and Causal Reasoning

- Developing evidence strategies for complex incident investigations.
- Validating physical, documentary, digital, and operational evidence.
- Assessing witness reliability, inconsistencies, and investigative bias.
- Applying advanced causal analysis to identify contributing factors.
- Evaluating human and organizational factors influencing incidents.
- Using causal trees, barrier analysis, and fault-tree concepts.
- Testing alternative hypotheses and challenging premature conclusions.
- Producing evidence-based and defensible investigation findings.
- Distinguishing verified facts, inferences, assumptions, and uncertainties.

Unit 3: Systemic Root Cause Analysis and Risk Integration

- Shifting from event analysis toward systemic organizational learning.
- Evaluating leadership, systems, resources, controls, and assurance.
- Analyzing failed, missing, bypassed, or ineffective barriers.
- Linking incident causes with enterprise risk and critical controls.
- Identifying recurring patterns across incidents, audits, and deviations.
- Prioritizing corrective actions according to risk and recurrence potential.
- Ensuring actions address verified causes rather than symptoms.
- Integrating findings into resilience and strategic improvement programs.
- Identifying systemic vulnerabilities beyond individual performance.

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Unit 4: Executive Reporting, Assurance, and Corrective Action Governance

- Structuring executive reports for clarity, evidence, and accountability.
- Communicating critical findings to executives, boards, and regulators.
- Translating technical findings into business and risk implications.
- Establishing governance for corrective and preventive actions.
- Verifying action effectiveness through objective evidence and assurance.
- Escalating overdue, ineffective, or repeatedly closed actions.
- Assessing regulatory, financial, operational, and reputational consequences.
- Conducting independent reviews of investigation and action quality.
- Developing dashboards for action progress and sustained effectiveness.

Unit 5: Incident Intelligence, Organizational Learning, and Continuous Improvement

- Building incident intelligence from investigations and performance data.
- Identifying recurring exposures, weak signals, and emerging risks.
- Developing leading and lagging incident management indicators.
- Benchmarking incident performance across business units and sites.
- Converting lessons learned into stronger systems and controls.
- Strengthening organizational learning after serious incidents.
- Using digital analytics for reporting, tracking, and assurance.
- Developing strategic roadmaps for incident management maturity.
- Assessing organizational learning and continuous improvement maturity.

Final Insights & Key Takeaways

The course emphasizes disciplined governance, sophisticated causal reasoning, and evidence-based leadership. Participants will lead complex investigations, strengthen corrective-action assurance, and convert incident intelligence into systemic risk reduction and organizational learning.