

GE-M02-E05-I05 Intellex findings resolution instruction

Applicability: All SI employees

Responsible Dept.: Health, Safety and Security

Contact: Remigio Agraz ragraz@sempraglobal.com.mx

Ramon Seco raperez@sempraglobal.com

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Instruction

Per the GE-M01 Health, Safety and Security Directives to Save Lives manual, employees are expected to identify, notify, and intervene when Unsafe acts, Unsafe conditions, and safe observations ("Findings") are identified.

HSS personnel have implemented a technology tool to assist business units with the process of reporting Findings (Intellex Findings Module). The tool is available in both a Mobile App and a desktop version through the internet link.

The objective of this document is to set expectations and provide guidance on the process of following up findings in the Intellex database.

Findings Resolution:

- Corporate expectation is for each Business Unit (BU) to resolve 90% or more of its identified Findings within 30 days.
- BU leadership (Manager level and above) is responsible for:
 - promoting the use of the Intellex Findings module;
 - empowering personnel in his/her area of responsibility to execute Stop Work Authority in the event a Finding that creates an imminent danger is identified;
 - establishing communication mechanisms (i.e. meetings) to provide periodic follow-up to Findings identified and track Findings through the Intellex platform;
 - providing necessary resources for the resolution of Findings within the expected time period (unless such Findings are of a nature that they are not capable of being resolved during such period);
 - keeping employees informed of Findings resolutions and particularly of Findings that may need to remain unresolved beyond the expected closure date; and
 - ensuring compliance with this Work Instruction.
- HSS personnel is responsible for ensuring database maintenance and integrity. HSS shall share performance updates with the business unit regularly (e.g., weekly, monthly) and upon request.



Definitions

- *Finding*: Unsafe acts, unsafe conditions, and safe observations.
- *Unsafe act*: Actions performed by the employee that imply an omission or violation of a work method or measure determined as safe.
- *Mobile App*: A mobile application, most referred to as an "App", is a type of application software designed to run on a mobile device, such as a smartphone or tablet computer.
- *Unsafe condition*: Conditions resulting from the non-observance of the measures established as safe, and which may lead to the occurrence of an event.
- *SI*: Semptra Infrastructure.
- *Stop Work Authority*: Authority and obligation that all employees have when they observe an unsafe act and unsafe condition that may threaten a human life, the environment or company's assets.
- *HSS*: Health, Safety & Security.

The above terms may be used in singular or plural, as well as in masculine or feminine form, depending on the context of the present procedure.

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Related Documents

- GE-20 Occupational and Process Safety Policy
- GE-21 Occupational Health and Wellness Policy
- GE-M01 Health, Safety and Security Directives to save lives
- GE-M02 Safety and Health Management System (SGSS) Manual
- GE-M02-E05-A01 Frequent asked questions and technical support
- GE-M02-E05-I01 Instruction for downloading Intellex Mobile application.
- GE-M02-E05-102 Finding report instruction (Desktop)
- GE-M02-E05-103 Finding report instruction (Mobile)
- GE-M02-E05-I04 Training - Findings Intellex



Information Retention Guide

For guidance as to the appropriate retention period for information related to this policy, please refer to the Information Management Policy – *Corporate Policy* available at [SempraNet](#).



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Employee helpline

United States: 800-793-7723
Mexico: 800-062-2107



Revision Dashboard

Number of revision	Date of revision (dd/mm/yyyy)	Affected Section(s)	Included changes	Authorization
00	20/05/2024	All	New document	Remigio Agraz