<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Energy Management Operations</th>
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</thead>
<tbody>
<tr>
<td>TSC Description</td>
<td>Power Plant Incident Investigation Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Investigate incidents, operation abnormalities and possible areas of fault</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>EPW-ICM-2024-1,1</td>
<td>EPW-ICM-3024-1,1</td>
<td>EPW-ICM-4024-1,1</td>
<td>EPW-ICM-5024-1,1</td>
<td>EPW-ICM-6024-1,1</td>
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<tr>
<td>Assist the investigation of operational abnormalities by collecting relevant data on incidents, operation abnormalities and possible areas of fault</td>
<td>Conduct investigations on incidents, operation abnormalities and possible areas of fault</td>
<td>Analyse investigation findings and prepare report on incidents, operation abnormalities and possible areas of fault</td>
<td>Review investigation findings and reports on incidents, operation abnormalities and possible areas of fault</td>
<td>Endorse incident reports and review policies for incident investigations to ensure robustness in incident investigation procedures</td>
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### Knowledge

- Incident management processes
- Incident classification
- Techniques for preservation of incident sites
- Information collection techniques
- Operating principles, practice and standard operating procedures of multi-utility plants and equipment
- Event sequencing techniques
- Investigation concepts and techniques
- Accident causation theories and their applications
- Purpose of incident investigation
- Incident investigation procedures
- Techniques of incident report writing
- Incident disclosure requirements
- Electricity Act, regulations and regulatory conditions
- Due diligence process
- Questioning techniques
- Incident investigation procedures
- Techniques of incident report writing
- Incident disclosure requirements
- Fundamental problem definition
- Techniques for analysing different types of faults
- Investigation resources
- History of prior incidents
- Best practices for incident investigations
- Key Performance Indicators (KPIs) for incident investigations
- Incident investigation policy planning processes

### Abilities

- Preserve incident site to aid in evidence and data collection and to prevent loss of evidence
- Collect relevant data to determine the causes of incidents
- Record relevant evidence and data
- Classify incidents for recording purposes
- Conduct incident investigations according to Standard Operating Procedures (SOP)
- Analyse evidence and information relating to sequence of events and system records of incidents
- Provide preliminary investigation findings
- Prepare draft report on preliminary findings from
- Review preliminary findings from investigations and draft incident reports
- Determine the objectives of investigation based on legislative and regulatory requirements and organisational guidelines
- Apply techniques in questioning witnesses to obtain relevant information in investigations
- Review post-incident investigation reports to determine root causes of incidents
- Review and recommend revision of procedures for investigating incidents
- Provide technical guidance to investigation teams on incident investigations
- Determine resources required for investigation
- Review and endorse procedure revisions for investigating incidents and integrate best practices into procedures
- Set and revise periodically investigation KPIs for the incident investigation teams

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<thead>
<tr>
<th>Role</th>
<th>Responsibilities</th>
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<tbody>
<tr>
<td></td>
<td>investigation according to relevant legislations and regulatory requirements, and organisational guidelines</td>
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<tr>
<td></td>
<td>• Maintain investigation records, evidence and data</td>
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<td>• Assist in simulating the possible circumstances in which the incident may have occurred</td>
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<td>• Carry out simulations to derive the most possible cause</td>
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<td>• Identify direct causes of incidents</td>
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<td>• Prepare incident reports of investigations and simulations</td>
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<td>• Associate current incidents with past incidents for insights</td>
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