

# Reclamation Manual

## Directive and Standard

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### Incident Reporting Criteria

1. **General Description.** Incident detection and analysis should seek to reveal the nature of incidents based on hazard type, incident severity, and incident complexity. Incident classification requires a degree of professional judgement; however, the criteria herein provide a more detailed basis for identifying a *serious incident*.
2. **Minor/Routine Incidents.** Many incidents will occur at a lower level of severity or complexity. These lower-level incidents occur without a severe negative impact to Reclamation operations, reputation, or mission, and as such can be considered “minor” for the purposes of this D&S. These incidents may also occur on a regular basis and as such are considered routine. Reclamation expects the respective area/regional office or directorate to appropriately manage all such incidents as part of daily normal operations in accordance with other policy/programmatic requirements (i.e., not within the scope of this D&S). Examples of lower level or routine incidents may include:
  - minor injury to employee such as scrapes or trip involving the use of a first-aid kit,
  - “near miss” incident reported under the Safety and Occupational Health Program,
  - investigation of an unusual situation at a facility or dam that does not result in notifications to external agencies, such as an Emergency Action Plan (EAP) activation at an “internal alert,”
  - equipment or operational failure limited to local effects and managed or repaired per applicable maintenance procedures,
  - momentary or routine increase of releases from a dam or structure in accordance with the associated standing operating procedure,
  - minor contained spill of a chemical substance that is immediately remediated without consequence (e.g., tip over a small container of fluid indoors) that isn’t otherwise reportable,
  - weather alert or event that doesn’t threaten infrastructure or employees,
  - temporary loss of contact with employee that is quickly resolved at field/area level,
  - routine concerns, issues, questions, or reports from members of the public or media at the field/area level (e.g., routinely handled by area/regional public affairs), and/or
  - routinely managed encroachments onto Reclamation property that don’t threaten personnel or operations.

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Note that the appropriate staff may need to report any of the above listed minor/routine incidents, per this D&S, if the situation was to escalate or otherwise satisfy the criteria below for a *serious incident*.

3. **Qualification of Serious Incidents.** As a general rule, Reclamation considers any incident that has an *urgent substantial negative impact* on any of the following as a “serious incident” for the purposes of this D&S:
  - A. Reclamation’s mission or essential functions,
  - B. Reclamation personnel, contractors, or the public,
  - C. Reclamation’s facilities, lands, infrastructure, or offices,
  - D. Reclamation’s reputation, legal liability, economic viability, or political standing, or
  - E. impacts to other/outside organizations, agencies, jurisdictions, or the public.
  
4. **Serious Incident Criteria.** The following table provides descriptions as a basis for identifying a *serious incident* in Reclamation for a variety of incident categories (not an exhaustive list). Note, degrees of subjectivity are inherent and vary across incident types. Professional judgement is necessary to determine if and when an incident should be classified as a *serious incident* and therefore immediately reported through the Duty Officer Program.

Column A: Incident Category	Column B: Serious Incident Descriptions
A. Dam Safety Incident	<ul style="list-style-type: none"> <li>• Activation of a Reclamation dam Emergency Action Plan (reserved or transferred) wherein notification to other agencies (outside of Reclamation) will, or is, occurring (either due to a dam/structural concern or high releases).</li> </ul>
B. Employee Health and Safety Incident  (Note: reporting should protect privacy of employees)	<ul style="list-style-type: none"> <li>• Serious occupational safety and health accident involving one or more Reclamation employees, including serious injury, hospitalization, or death of an employee while on duty.</li> <li>• Actual activation of a Reclamation office/facility Occupant Emergency Plan (false alarms not applicable).</li> <li>• Major injury or accident affecting a Reclamation employee on official duty outside of the U.S.</li> </ul>

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<b>Column A: Incident Category</b>	<b>Column B: Serious Incident Descriptions</b>
C. Environmental Hazard or Spill	<ul style="list-style-type: none"> <li>• Petroleum, oil, or lubricant spill larger than one gallon and/or when more than 2 spills in any period of 30 days or more are reported to the National Response Center.</li> <li>• Hazardous material or chemical spill (other than as noted above) that results in notification to the National Response Center.</li> </ul>
D. Endangered Species Incident	<ul style="list-style-type: none"> <li>• Substantial and sudden loss of or threat to endangered species on Reclamation lands or resulting from Reclamation operations or actions.</li> </ul>
E. Threat to or Loss of Mission Essential Functions	<ul style="list-style-type: none"> <li>• Actual activation of a Reclamation Continuity of Operations plan.</li> <li>• Loss of a capability to perform any Federal continuity essential function that Reclamation is responsible for.</li> </ul>
F. Security Incident (Refer to 446 DM 17 for more information)	<ul style="list-style-type: none"> <li>• Receipt of a terrorist threat, attempted sabotage, or actual act of terrorism on Reclamation lands/facilities, or against Reclamation personnel.</li> <li>• Major or threatening breach of access onto/into Reclamation property/facilities.</li> </ul>
G. Law Enforcement Incident (Refer to 446 DM 17 for more information)	<ul style="list-style-type: none"> <li>• Substantial threat to employees or contractors on duty/on site.</li> <li>• Bomb threat at Reclamation facility or office.</li> <li>• Serious loss of Department of the Interior (DOI)/Reclamation firearms, badges, or credentials.</li> <li>• Substantial or threatening criminal activity.</li> <li>• Large or threatening demonstrations on Reclamation property.</li> <li>• Acts of violence against personnel.</li> <li>• Major incident involving theft of government vehicles or property.</li> <li>• Death/fatality occurring on property under the jurisdiction of DOI/Reclamation.</li> <li>• Incidents resulting in property damage in excess of \$100,000.</li> </ul>
H. Natural Disasters (e.g., hurricane/tornado, earthquake, fire, flood)	<ul style="list-style-type: none"> <li>• Substantial damages or effects from a natural disaster affecting Reclamation facilities, employees, operations, or lands.</li> </ul>

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<b>Column A: Incident Category</b>	<b>Column B: Serious Incident Descriptions</b>
I. Loss of or Damage to Historical or Museum Property	<ul style="list-style-type: none"> <li>• Major loss of or damage to historical structures on DOI/Reclamation lands.</li> <li>• Major loss of or damage to museum property under the authority or control of Reclamation.</li> </ul>
J. Economic Losses (e.g., substantial losses)	<ul style="list-style-type: none"> <li>• Economic loss due to destructive damage during a single incident that would likely cost (estimated) over \$100,000 affecting Reclamation lands or infrastructure.</li> </ul>
K. Media Inquiries or News Reports	<ul style="list-style-type: none"> <li>• Any substantial or potentially far-reaching (e.g., regional or national news) media interest or reports involving Reclamation lands, facilities, operations, contracts, or personnel.</li> </ul>
L. Impacts to Others	<ul style="list-style-type: none"> <li>• Warnings, alerts, or advisories issued by Reclamation offices or personnel to the public or other agencies related to emergency conditions, actions, or recommendations.</li> </ul>
M. Political Consequences	<ul style="list-style-type: none"> <li>• Any serious event, activity, accident, or issue involving Reclamation personnel, facilities, or operations that would likely result in political inquiries in Washington, D.C., or otherwise result in a need for awareness or actions from Reclamation or DOI leadership.</li> </ul>

Note: incidents related to information technology, cybersecurity, or Privacy Act violations are not included in this definition. Reporting requirements may not involve reporting through the Duty Officer Program. See separate DOI and Reclamation reporting requirements related to information technology incidents.