

Exhibit 9 **Incident Management**

1. **Incident Management.** The Service Provider shall be familiar with EFM's incident management process, and the Service Provider will comply with the requirements.
 - (a) The following incidents are to be reported immediately to the EFM contact or as soon as possible after the occurrence of a reportable event and no later than within 24 hours after occurrence:
 - (i) Injury
 - (ii) Impacts to the building tenants
 - (iii) Property Damage
 - (iv) Incidents that require notification of a Regulatory Authority
 - (v) Notification received from a Regulatory Authority
 - (vi) Reportable spills (any quantity)
 - (vii) Near misses / unsafe acts / unsafe conditionsThe Service Provider shall submit a written incident investigation report within twenty-four (24) hours of the incident occurrence. The Service Provider must conduct incident investigations and root cause analysis on any incidents for which they are responsible and forward conclusions and corrective actions to EFM. EFM reserves the right to evaluate and approve or reject the investigation results and proposed corrective action in its sole and absolute discretion.
2. **Audits**
 - 2.1 **Safety Audits.** EFM retains the right to audit Service Provider performance