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| **ABC COMPANY – Occupational Health and Safety Program** | | |
| **Incident Reporting and Investigation** | | Issue date: DD/MM/YYYY  Review date: DD/MM/YYYY |
| Approved by: | Reviewed by: | |

Please note the following document is a sample. Review carefully and modify this document to meet the needs and requirements of your organization.

# 1.0 PURPOSE

The purpose of this procedure is to establish a systematic approach for investigating workplace incidents to determine their causes, prevent recurrence, and improve overall workplace safety.

This procedure applies to all workplace incidents, near misses, and hazardous occurrences involving employees, contractors, and visitors.

# 2.0 DEFINITIONS

**Corrective Action**: the steps taken to address and fix the causes of an incident to prevent it from happening again.

First Aid: all injuries requiring first aid treatment. The worker returns to work after the incident.

**Immediate Cause**: the hazards that existed immediately before the incident occurred and are the direct cause of the incident.

Incident: an event that could or does result in unintended harm or damage, such as injury, illness or property damage.

Lost Time Injury: injuries that require additional medical treatment from a health care provider or specialist and require additional time off work. The worker does not return for their next regularly scheduled shift.

Medical Aid: injuries that require additional medical treatment from a health care provider or specialist. The worker returns for their next regularly scheduled shift. May also include modified work duties.

Near Miss: an unplanned event or unsafe condition that does not result in injury, illness, or damage, but had the potential to do so.

Occupational Illness: a condition that is caused or aggravated by exposure to a hazardous substance in the workplace.

**Property Damage**: an incident that results in damage to property such as tools, materials, equipment, or facilities, and no one is injured.

**Root Cause**: the underlying factors that contribute to why the immediate cause occurred.

Serious Injury: an injury that:

* 1. places life in jeopardy;
  2. produces unconsciousness;
  3. results in substantial loss of blood;
  4. involves the fracture of a leg or arm but not a finger or toe;
  5. involves the amputation of a leg, arm, hand or foot but not a finger or toe;
  6. consists of burns to a major portion of the body; or
  7. causes the loss of sight to an eye.

# 3.0 RESPONSIBILITIES

**Employer:**

* Develop and implement procedures for incident investigations
* Make sure incidents are investigated, and corrective actions are implemented
* Review incident investigation reports and corrective actions
* Respond to and provide updates on corrective actions, as required
* Contact the OHS Division of the Department of Digital Government and Service NL in the event of a serious injury or fatality

**Supervisor:**

* Participate in investigations, as required.
* Follow-up on corrective actions and communicate findings to workers.
* Identify trends and monitor corrective actions.
* Send incident investigation report to the employer for review.

**OHS Committee, WHS Representative or Designate:**

* Review incident investigation procedures for effectiveness.
* Review incident investigation reports and make recommendations.
* Keep track of corrective actions until they are implemented.
* Monitor corrective actions for effectiveness.

**Worker:**

* Report all incidents, including near misses to the supervisor.
* Participate and co-operate with the incident investigation process.

**Contractors and Visitors:**

* Report all incidents, including near misses to the supervisor.
* Participate and co-operate with the incident investigation process.

# 4.0 INITIAL RESPONSE

* If emergency services are required, call 911 for assistance.
* Immediate action shall be taken to eliminate or minimize risks associated with the incident and ensure the area is made safe, if safe to do so.
* First aid shall be rendered to injured persons, if safe to do so.
* Evacuate to the nearest Emergency Muster Station if required or advised to.
* The incident scene shall be protected to ensure evidence required for investigation purposes is not compromised. This may include barricading or taping off of an area.

# 5.0 INCIDENT NOTIFICATION

## 5.1 Internal Notification

* All incidents (including near misses) shall be reported immediately to an individual’s immediate supervisor.
* The supervisor shall notify their manager.
* All incidents shall be reported using the **ABC Company** Incident Report and Investigation Form.
* The completed Incident Report and Investigation Form shall be provided to the manager and OHS Committee for review.

## 5.2 External Notification

The manager must report all injuries to WorkplaceNL within (3) three days of becoming aware of a work-related medical aid or lost time incident and ensure applicable forms are available and completed (Form 6 and Form 7).

## 5.3 Reporting Serious Injuries

Where an incident at a workplace results, or had the potential to result, in a serious injury or death, **ABC Company** will immediately notify OHS Division of Digital Government and Service NL by phone and the **OHS Committee, WHS Representative or Designate**.

OHS Division’s accident report line can be reach 24 hours a day at **709.729.4444** or **1.800.563.5471**.

In addition to the immediate notification, **ABC Company** will send a written report to OHS Division within three days of a serious injury and five days of a death.  This report must include:

* The nature of the accident (i.e. what happened);
* The time and place;
* The name and address of an injured worker, and
* The name and address of the doctor who treated or is treating an injured worker.

# 6.0 PROCEDURE

The objective of incident investigations is to determine the immediate and root causes of an incident and identify controls to prevent a reoccurrence. The investigation should aim to:

* Determine where the incident occurred;
* Identify who or what was involved in the incident;
* Identify causes that contributed to the incident (what went wrong);
* Assess the risk (what was the potential for harm); and
* Identify what can be done to prevent a reoccurrence (control measures).

When advised of an incident, injury, near miss or property damage, the supervisor must initiate an investigation within 48 hours of an Incident. A meeting will be scheduled and members of the investigation team will be contacted.

## 6.1 Collect Data

* Examine the site, take steps to preserve evidence and identify all witnesses.
* Interview anyone involved in the incident and anyone in the immediate area at the time
* Review all documents and records that can help understand what happened

All information gathered should be factual. Speculation, opinions and assumptions based on facts are not to be included in the information gathered.

## 6.2 Determine Causes and Develop Corrective Actions

* Organize and analyze the data to identify immediate and root causes
* Develop SMART corrective actions to address the immediate and root causes

## 6.3 Document the Investigation

Use the ABC Company Incident Report and Investigation Report form to document the investigation.

## 6.4 Management Review

* All investigations shall be reviewed at their completion by the manager.
* The findings of all incidents shall be communicated to all workers as soon as is practicable upon the completion of the incident investigation.

# 7.0 CONFIDENTIALITY

All investigation reports and witness statements will be treated confidentially and used solely for safety improvements.