



INCIDENT MANAGEMENT CENTRE

EVENTS TO REPORT



Work Related Injuries • Damages • Hazards • Near Misses • Dangerous Occurrences
Medical Conditions • Environmental Incidents • Member of Public Incidents • Motor Vehicle Incidents

IMMEDIATE RESPONSE:

Take immediate action to make the area safe, safe guard yourself and others, take the appropriate measures to limit the severity of the event and stabilise the

REPORTING OF GAS ESCAPES:

24hr National Gas Emergency Services
Number: **0800 111999**. Obtain reference number and report to incident line.

REPORT TO INCIDENT LINE:

Emergency Services **999** or **112**
Incident Line **0330 123 1092**
Motor Vehicle incidents (MVI)
08708 303 836

RECORD:

Make a record of events if required and secure evidence/photographs/documentation/details of other persons involved and witnesses.

FOLLOW UP ACTION:

- Update your line manager - severity of injuries, return to work, etc.
- If incident results in injury then a Return to Work interview will be undertaken to ensure the ability to return to work. Your line manager may refer you to Occupational Health to assess your Fitness to Work (FTW) and to identify any adjustments that may be necessary e.g. Phased return to work or restricted duties etc.



SUPPORTING THE INVESTIGATION PROCESS:

You may be asked to give your account of the event as part of an investigation – this may include giving a witness statement or attending an investigation review panel.

HUMAN RESOURCES PROCEDURES:

TD-HR-POL-05 Absence Management Policy
HR7 - Self Certification and Return to Work
TD-HR-POL-06 Sickness Policy

WHEN CONTACTING INCIDENT LINE, YOU WILL NEED TO SUPPLY THE FOLLOWING INFORMATION:

- Your name, line manager's name, contract, operating depot and work-stream.
- If a sub-contractor – your name, company and who you are working for (as above).
- The date, time and location of the incident.
- The nature of the incident being reported. If a person has sustained injury, how severe and is a visit to a hospital required?
- Information details of other involved persons or witnesses etc.



INCIDENT DEPARTMENT:

- Record details in works management system (OptiMUS).
- If utility damage, contact utility owner to initiate repair.
- Contact relevant SHEQ personnel.
- Text key contract personnel to provide initial incident details e.g. incident type, address, name of person involved, line manager.
- Forward investigation paperwork to person conducting investigation.
- Manage return of outstanding investigation reports.
- Manage investigation recommendations to closure.
- Provide analytical data for trend analysis.



SHEQ PROCEDURES:

TD-P-S-019 Incident Management

HOW WE CLASSIFY INCIDENTS

WORK RELATED INJURY:

An injury of a minor nature which receives no more than first aid treatment, this is known as a Minor Injury. **Low = Incident (I)**

An injury whereby treatment such as stitches / gluing of a wound; foreign object removed from an eye; burn or wound requiring follow-up treatment is provided by a professional medical person e.g. nurse or doctor in a hospital, from their own GP or paramedic etc. would be classed as a Medical Treatment Injury.

Medium = Serious Incident (SI)

If there is a fatality or a major injury i.e. a fracture other than fingers and toes, amputation, dislocation of the shoulder, hip or knee, temporary or permanent loss of sight, electric shock or burn or any injury resulting in loss of consciousness or requiring resuscitation or a stay in hospital of more than 24 hours, would need to be reported under RIDDOR by the SHEQ Reporting Team.

High = Very Serious Incident (VSI)

LOST TIME INCIDENT

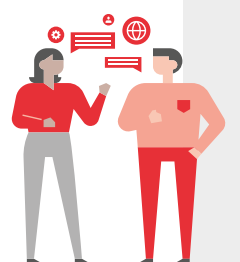
If the work related injury results in the loss of one or more days or shifts (not including the day of the incident but includes weekends and holidays), and the injured person is unable to perform their normal duties would be classed as a Lost Time Incident (LTI). If absence is over 7 continuous days then this needs to be reported under RIDDOR as an Over 7 Day LTI.

NEAR MISSES

A situation where you had to act to prevent an incident or damage from occurring or where something happened that almost caused an incident.

HAZARDS

Something that could cause injury or damage.



0330 123 1092