**Summary**

The purpose of this procedure is to define the process of reporting and investigating accidents and incidents and ensure that there are arrangements to highlight, investigate and resolve any matters arising and have a mechanism in place for issues that any member of staff wish to raise in the areas of health, safety and wellbeing and environmental matters.

This procedure does not cover post traffic collisions. This procedure is covered in the fleet management procedure [FMD 06 – Post Collision Procedure](https://infratec1uk.sharepoint.com/:w:/r/sites/INFRATEC/Shared%20Documents/Management%20System/2%20-%20Fleet/FORS/02%20-%20Procedures/FMD%2006%20-%20Post%20Collision%20Procedure.docx?d=w1288f315aa07486ebdb1dd175fa23d20&csf=1&web=1&e=xwrUME).

**Definitions**

Cognito Forms – Webform software [www.cognitoforms.com](http://www.cognitoforms.com)

Incident - an incident as an ‘occurrence arising out of, or in the course of, work that could or does result in injury and ill health’.

Accident - an accident as ‘an incident where injury and ill health occurs’.

Near Miss - a near miss as ‘an incident where no injury and ill health occurs, but has the potential to do so’.

Near Miss Form – a Cognito Form that is to be filled in by any member of staff when the identify any issue that they believe may result in injury, illness or damage to property, equipment or the environment unless addressed.

Initial Observation Form – a Cognito Form that is to be filled in by all staff if they observe any activity that they believe to be positive or negative in terms of health, safety or environment to enable best practice to be shared or any issues to be addressed.

Incident Form – Initial Report – a Cognito Form that must be completed by the Supervisor of the works for any incident that resulted in injury, illness, or damage to property, equipment or the environment within a recommended maximum 24 hours. It forms the first part of a full investigation which is carried out by an Appointed Manager.

Near Miss Form – Manager Response – a Cognito Form that is completed by the Appointed Manager following a submission of a Near Miss Form by a member of staff.

Initial Observation Form – Manager Response – a Cognito Form that is completed by the Appointed Manager following a submission of an Initial Observation Form by a member of staff.

Incident Form – Full Investigation Report – a Cognito Form that is completed by the Appointed Manager following an incident a is usually following the submission of Incident Form – Initial Report by a Supervisor.

Appointed Manager – The Manager assigned to carry out follow up investigations by the Compliance Manger.

**Procedure**

Near Misses

1. To raise a Near Miss:
   1. Open the [Near Miss (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormIMD014RevAIssue001) form on your phone or any device made available to you.
   2. Answer all questions on the form.
   3. Include any photographs or documents that you may feel are relevant in the ‘Supporting Photos’ section.
   4. If you wish to be named, choose ‘Yes’ when asked and complete your details.
   5. Once all fields on the form and any photographs have been uploaded, choose ‘Submit’
2. A copy of the completed form will be emailed to the submitter and the HSW email account.
3. The Compliance Manager will ensure the near miss is recorded on the Incident register and will assign an Appointed Manager.
4. The Appointed Manager will be provided with a copy of the completed Near Miss Form and will begin their investigation using [Near Miss – Manager Response (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormManagerResponseIMD014RevAIssue001) form and will complete the form by:
   1. Entering the Near Miss No. found on the email from the Near Miss submission
   2. Upload a copy of the Near Miss Form
   3. Enter details of what was learned and changed due to the near miss
   4. Then complete their details and choose ‘Submit’.
5. Once submitted, the Compliance Manager will log the result and adjust the outcome in the Incident register.

Observations

1. To raise an Observation:
   1. Open the [Initial Observation (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportIMD015RevAIssue001) form on your phone or any device made available to you.
   2. Answer all questions on the form.
   3. For observation Type choose:
      1. Green – if your observation is of something positive
      2. Amber – if you believe it to be requiring future action but not necessarily immediate action.
      3. Red – if you believe your observation requires immediate action.
   4. Include any photographs or documents that you may feel are relevant in the ‘Supporting Photos’ section.
   5. Once all fields on the form and any photographs have been uploaded, choose ‘Submit’
2. A copy of the completed form will be emailed to the submitter and the HSW email account.
3. The Compliance Manager will ensure the observation is recorded on the Incident register and, where applicable, will assign an Appointed Manager.
4. The Appointed Manager will be provided with a copy of the completed Initial Observation Form and will begin their investigation using [Initial Observation – Manager Response (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportManagerResponseIMD015RevAIssue001) and will complete the form by:
   1. Entering the Observation No. found on the email from the Observation Form submission
   2. Upload a copy of the Observation Form
   3. Enter the problem and resolution.
   4. Then complete their details and choose ‘Submit’.
5. Once submitted, the Compliance Manager will log the result and adjust the outcome in the Incident register.

Incidents

1. Following an incident, and within a maximum 24 hours of the incident, the Supervisor of the works will record the incident by:
   1. Opening the [Incident Form – Initial Report (IMD016)](https://www.cognitoforms.com/INFRATEC1/IncidentFormInitialReportIMD016RevAIssue001) on your phone or any device made available to you.
   2. Answer all questions on the form.
   3. Choose which of the following are to be included in the report:
      1. Evidence – this can be documents, photos, statements etc.
      2. Equipment Damage – Details of equipment that has been damaged – including photos where possible.
      3. Vehicle Damage – Details of vehicles that have been damaged – including photos where possible.
      4. Any Other Damage – Details of anything else that has been damaged, including the environment – including photos where possible.
   4. Once all fields on the form and any photographs have been uploaded, choose ‘Submit’.
2. A copy of the completed form will be emailed to the submitter and the HSW email account.
3. The Compliance Manager will ensure the incident is recorded on the Incident register and will assign an Appointed Manager.
   1. The Appointed Manager will be provided with a copy of the completed Incident Form – Initial Report and will begin their investigation using [Incident Form – Full Investigation Report (IMD017)](https://www.cognitoforms.com/INFRATEC1/IncidentFormFullInvestigationReportIMD017RevAIssue001) and will complete the form by:
   2. Entering the Incident No. found on the email from the Incident Form – Initial Report submission
   3. Upload a copy of the Incident Form – Initial Report
   4. Enter if any further investigations are required.
   5. Then complete their details and choose ‘Submit’.
4. Once submitted, the Compliance Manager will log the result and adjust the outcome in the Incident register.

**Main Responsibilities**

All Staff

* Complete the [Near Miss (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormIMD014RevAIssue001) form for all near misses.
* Complete the [Initial Observation (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportIMD015RevAIssue001) form for all observations.

Supervisors

* Ensure incidents are investigated as soon as practicably possible and recorded on the [Incident Form – Initial Report (IMD016)](https://www.cognitoforms.com/INFRATEC1/IncidentFormInitialReportIMD016RevAIssue001)

Appointed Managers

* Ensure all reported near miss, observations and incidents are investigated as soon as practicably possible and recorded on the relevant forms:
  + - [Near Miss – Manager Response (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormManagerResponseIMD014RevAIssue001)
    - [Initial Observation – Manager Response (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportManagerResponseIMD015RevAIssue001)
    - [Incident Form – Full Investigation Report (IMD017)](https://www.cognitoforms.com/INFRATEC1/IncidentFormFullInvestigationReportIMD017RevAIssue001)
* Ensure any learning from their investigations is communicated to the relevant staff.

**QR Links to the above name forms**

|  |  |  |
| --- | --- | --- |
|  |  | A qr code with black dots  Description automatically generated |
| [Near Miss (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormIMD014RevAIssue001) | [Initial Observation (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportIMD015RevAIssue001) | [Incident Form – Initial Report (IMD016)](https://www.cognitoforms.com/INFRATEC1/IncidentFormInitialReportIMD016RevAIssue001) |
| A qr code with black dots  Description automatically generated |  |  |
| [Near Miss – Manager Response (IMD014)](https://www.cognitoforms.com/INFRATEC1/NearMissFormManagerResponseIMD014RevAIssue001) | [Initial Observation – Manager Response (IMD015)](https://www.cognitoforms.com/INFRATEC1/InitialObservationReportManagerResponseIMD015RevAIssue001) | [Incident Form – Full Investigation Report (IMD017)](https://www.cognitoforms.com/INFRATEC1/IncidentFormFullInvestigationReportIMD017RevAIssue001) |