

11. Procedure for Incident Investigation and Reporting (IQ/EHS/M/P11/ v1.2)

1. Purpose:

The purpose of this procedure is to define & implement the investigation requirements for incidents and accidents that occur.

2. Scope:

To all individuals present within IndiQube-managed premises, including employees, contractors, and visitors. It covers the reporting, investigation, and resolution of incidents such as injuries, property damage, fire alarms, cafeteria-related issues, and any unsafe conditions or near misses.

3. Responsibility:

Project Site & Facility: Facility Manager, Project Manager, Area Manager.
Office: EHS & Sustainability Department & HR Department

4. Definitions

Terms	Abbreviation
Incident	Work related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.
Accident	An accident is an Incident which has given rise to injury, ill health or fatality.
Near Miss	It is potentially hazardous event which didn't result in an injury to a person, property / asset damage.
Workplace	Any physical location in which work related activities are performed under the control of the organization.
Restricted work case	Any injury resulting from an accident incapacitates a person for performing 100% of his normal work for 100% of intended time on his next scheduled duty.
Loss Time Accident (LTA)	An injury, causing disablement to a person, results in preventing the affected person to resume his work at the next scheduled shift.
Safety Guard	A safety guard is an enclosure designed to restrain the pieces of grinding wheel / cutter and furnish all possible protection in the event that the wheel is broken in operation,

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First Aid Box / Kit	A first aid kit is a collection of supplies and equipment for use in giving first aid.
OHSAS Reporting	Environment Health & Safety Management System
First Aid	Immediate medical assistance provided to a person suffering from a minor injury or illness before professional medical help is available. It includes basic treatment such as cleaning wounds, applying bandages, or CPR.
Property Damage	Any physical damage or destruction caused to company-owned or third-party assets, infrastructure, equipment, or materials due to an incident, accident, or unsafe act.
6M Investigation	A structured root cause analysis method that examines six key factors contributing to an incident: <ul style="list-style-type: none"> • Man (personnel involved) • Machine (equipment used) • Method (process or procedure) • Material (substances or items involved) • Measurement (controls or metrics) • Mother Nature (environmental conditions)
Fire Alarm System	An integrated system of detectors, alarms, and control panels designed to detect fire or smoke and alert occupants for evacuation. It may include manual call points, smoke detectors, heat sensors, and audible/visual alarms.
Cafeteria Incident	Any safety, hygiene, behavioral, or operational issue occurring within the cafeteria premises, including food-related complaints, slips/trips, equipment malfunction, or interpersonal conflicts.

5.0 Method:

5.1 Reporting:

5.1.1 Incidents (both accidents and near misses) are reported through “QubeSafe” mobile or web application for initiating corrective/ Preventive actions to eliminate the root causes and hence recurrence of those incidents. Incident records are the foundation for any investigation.

5.1.2 It shall be the responsibility of every employee of INDIQUBE to report all the incidents including near misses.

5.1.3 It shall be the responsibility of the person involved in the event to report it immediately. If the individual person is not in condition to report, then the responsibility shall lie with the co-employee/ supervisor who is working/ supervising in the immediate vicinity of the incident

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5.1.4 site. EHS & Sustainability department will be logged in the incident register IQ/EHS/M/P11/v1.2/F08.

5.1.5 In case of any accident the affected persons shall be given necessary first aid as well as medical aid as per the following steps:

- 1) Check for the severity of injury of the injured person.
- 2) Ensure the injured person is at ease.
- 3) Call personnel to help, if necessary.
- 4) Call for all the emergency services & equipment.
- 5) EHS & Sustainability personnel shall be responsible for coordinating all relief operations in concert with site administration department. Trained personnel shall deal with incident as appropriate. EHS & E.R.T personnel shall be responsible for adhering to all local legal requirements while addressing the above.

All first aid cases shall be recorded in IQ/EHS/M/P11/v1.2/F19 with details of first aid provided to the affected person.

5.1.6 Incident Register & First Aid Cases shall be reviewed by Manager EHS (during the safety inspections). Accidents (which need a medical aid other than first aid) shall be recorded in the IQ/EHS/M/P11/v1.2/F08. By each Project safety officer or Region EHS head and reported to Sr. EHS advisor (or Manager EHS / Regional- operations Head, in case of offices). After ensuring that the victim is given the necessary first aid/ medical aid, preliminary investigation shall be carried out by EHS & Sustainability Department immediately after the incident as explained in 5.2. Irrespective of whether it is an accident, near miss, first aid, RWC or LTA, details of all incidents are recorded in IQ/EHS/M/P11/v1.2/F20 (Near miss, False Fire Alaram, Property Damage, 6M)

5.1.7 Fire / other environmental incident shall also be treated as incidents and investigation shall be done as per this procedure. It consists of initial response, conducting a walk through and gathering information or evidence & take immediate actions (corrections) if necessary.

5.2 Investigation

Following steps shall be taken for the investigation of incidents:

5.2.1 Initial Communication shall be initiated by the Facility or Project Manager / person who sees or is involved in the accident.

5.2.2 The medical officer / Male Nurse / ERT(if available, or as decided by Client) shall put in his remarks on the injury details, once the report is submitted by the reporting person.

5.2.3 The root cause analysis and further investigation shall be carried out by the C.F.T (cross functional team) EHS & Sustainability Manager. The investigators shall ensure that the responsibility of initiating the corrective / preventive action is allotted to the right persons and mentioned in the report.

5.2.4 The respective Project Manager/ Facility Manager shall add his remarks / comments on the incident investigation and the proposed corrective / preventive action.

5.2.5 The investigation is completed after the EHS OFFICER or EHS Manager puts his comments on the incident and / or proposed corrective / preventive actions. Upon completion of the corrective / preventive actions, the EHS Officer or Project Manager (EHS Manager) shall review their effectiveness and close the document. For incidents

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- 5.2.6** other than accidents reported as above, verification of the actions taken shall be verified by the EHS Manager.
- 5.2.7** All the Accident/Incident report updated in the “QubeSafe” mobile or web application by the Indiquote team.
- 5.2.8** Sr. EHS advisor's & EHS officer shall report all accidents requiring hospitalization or medical leave to EHS Manager / Management, who in turn shall inform the VP within 24 hrs. of the accidents. And legal authorities if required Under OHSAS, A detailed investigation report shall be prepared as per format IQ/EHS/M/P11/v1.2/F20.

5.3 Communication

Following means of communication are maintained in case of any incidents:

- a) Person to Person
- b) Departmental safety committee meetings Central Safety Committee meetings
- c) Safety Alerts / Bulletin Boards / Notice boards.
- d) Sharing of the incident and actions taken among other sites and Regions may also be added in the accident investigation procedure by Group EHS Manager through EHS dept. once a month.

5.4 Training and Awareness

- 5.4.1** All the employees shall be trained for reporting of incidents & accidents. The training program shall consist of:
 - a) Training for reporting software system – “QubeSafe”.
 - b) The importance of reporting all incidents.
 - c) Understanding the reason why people don't report.
 - d) How to get a better reporting system
- 5.4.2** All Project heads, EHS Manager, Sr. EHS Advisor, EHS Officer, Operational, Facility Manager & Area Manager and other members of the safety committees shall be trained in effective investigation techniques.
- 5.4.3** Training needs are also identified based on the corrective and preventive actions identified during incident / accident investigation.
- 5.4.5** All training related to accidents, incident, near miss report or investigation shall be recorded in training need identification form and shall be send to Manager L&D to schedule such training as fast as possible.

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5. Documents/ Records:

Format number	Document / record	Retention period	Responsibility	Type of record
IQ/EHS/M/P11/v1.2/F08	Incident Register	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F19	First aid case report	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F20	Accident Report	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F20	Fire Alaram Report	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F20	Near Miss Report	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F20	6M Report	3 years	EHS & Sustainability	SOFT
IQ/EHS/M/P11/v1.2/F20	Property Damage	3 years	EHS & Sustainability	SOFT
IQCAFEEHS28/v1.0	Cafeteria Incident Report	3 years	EHS & Sustainability	SOFT

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