

## INCIDENT PROCEDURE

### Introduction

This Incident Procedure has been developed to assist personnel in the notification, investigation and reporting of incidents. All incidents must be notified and reported by using the appropriate process whilst adhering to timeframes.

At any stage if you are in doubt about applying the process, contact the WHS Manager to ensure correct action is being taken.

### Immediate Site Response

All individuals are responsible for notifying their immediate Supervisor of any incidents, hazards, near misses, safety breaches, or improvements as soon as practical after becoming aware of the situation.

The following procedure is to be followed when an incident occurs on site:

1. Stop work.
2. Preserve the scene (Statutory and insurance provisions may require this - Contact the WHS Manager for information)
3. Cease operations within the area that the incident occurred, if necessary
4. Notify the Supervisor of the incident.
5. Take immediate actions, when required or directed by the Supervisor, to reduce or prevent further harm if safe to do so.
6. Supervisor to verbally notify the Project Manager and WHS Manager.

### Notification of Incident

The Project Manager is required to submit verbal notification and a formal notification of the incident occurring.

- **Verbal notification:**

- The Project Manager is to verbally notify the Business Manager and WHS Manager of the incident within 1 hour.
- The Business Manager is then responsible for notifying the Managing Director.

- **Formal notification**

- The Project Manager is responsible for ensuring that a formal notification of all incidents is submitted by email to the Business Manager and WHS Manager within 24 hours.
- Incident notifications will be reviewed by the relevant Managers to determine what further actions are required.

- **Notifiable incidents**

- Project Managers, in consultation with the WHS Manager, are responsible for determining if an incident requires statutory notification in accordance with relevant state and federal legislation.

### **Incident Investigation**

All incidents need to be reviewed, and if necessary, further investigated to determine what actions can be taken to either prevent an incident from occurring or to prevent it from recurring.

The objectives of the incident investigation process are to:

- Establish the facts.
- Identify contributing factors and latent hazards.
- Report the findings.
- Recommend corrective actions intended to reduce the risk and prevent recurrence.
- Detect organisational factors.
- Identify key learnings for distribution.

The Project Manager, in consultation with the WHS Manager will decide the extent of the investigation to be conducted, considering the regulatory requirements and any site-specific requirements (including those of the Client).

The final Investigation Report is to be reviewed and approved by the WHS Manager. The WHS Manager may request further investigations to be conducted.

The Project Manager and WHS Manager will allocate appropriate personnel to conduct and participate in the investigation on site, including if necessary external contractors, to ensure that the investigation is completed in a timely and transparent manner.

Personnel chosen to lead the investigation on site must have received training in conducting incident investigations and will be familiar with the requirements of this procedure.

### **Incident Report**

The WHS Manager will prepare an incident report for all incidents. Where an investigation has been conducted, this will form the basis of the report and will be attached within the report.

- **Project corrective and preventative actions**

- The WHS Manager and Project Manager will review the investigation findings to identify what corrective and preventative actions the project can take to prevent harm to people, the environment or the business.
- Actions will address, where practical, the causes and contributing factors identified and documented in the investigation report.
- Consideration is to be given, in light of the findings, as to whether a review of WHS documentation or the risk register is required.

- Actions identified at the project level are to be implemented and closed out by project personnel.
- The Project Manager will ensure that sufficient resources are allocated to complete the required actions within the timeframe agreed. They will also ensure that the actions are communicated directly to those responsible for taking the actions required.

### **Incident Review**

All incident reports will be reviewed by the WHS Manager and Business Manager to identify any actions that may prevent the occurrence or reoccurrence of the incident. Consideration will be given, in light of the findings, as to whether a review of any WHS documentation is required. These preventative actions, their due date and who is responsible for actioning them are to be recorded on the incident report.

Preventative actions are to be communicated to the relevant Project Manager and evidence of their close out submitted to the WHS Manager. The WHS Manager will be responsible for ensuring the effectiveness of all preventative actions is reviewed and recorded on the Incident Report.

- **WHS Alerts**

- Where the findings and preventative actions of an incident are deemed relevant to all projects a Safety Alert will be prepared by the WHS Manager and communicated to all Project Managers via email.
- Project Managers will be responsible for ensuring all WHS Alerts are communicated to site personnel, for example via a toolbox talk, and all recommended controls identified are actioned. Once communicated, a signed copy of the HSE Alert is to be submitted to the WHS Manager.

- **Incident register**

- The WHS Manager will be responsible for maintaining a register of all incident reporting data.

- **Incident trends**

- The WHS Manager will be responsible for identifying trends across multiple projects when reviewing incident reporting data and, may request an investigation into such trends to determine possible causes and preventive or corrective actions.
- Project Managers will be responsible for identifying hazard trends during projects when reviewing WHS data. Project Managers will notify the WHS Manager of the trend who will then decide if an investigation is to be conducted to determine possible causes and preventive actions to be taken.

- **Improvement programs**

- Where an investigation identifies opportunities for improvement across all of the business, a corporate Improvement Program will be developed and managed by the WHS Manager.



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