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Purpose

Incident and accident reporting is very useful because it:

- collects information you can use to calculate statistics and other information for tracking accident trends
- helps identify training needs; problems with work procedures; and needs for personal protective, safety and emergency equipment
- collects information necessary for completing investigation and insurance reports and complying with regulatory requirements
- identifies weaknesses in the safety management system/program

Incident and accident investigation and follow-up allow you to determine why incidents and accidents occurred and how to prevent them from recurring. Without investigation, you can only guess at the causes and solutions. All incidents and accidents, regardless of their severity, should be investigated. From your findings, you can recommend changes to work procedures, worksite conditions, training programs, communication systems or equipment.

Administrative Duties

The Operations Manager has overall responsibility for the plan. Copies of this written program may be obtained from the Operations office.

Definitions

Incident: "An undesired event that, under slightly different circumstances, could have resulted in personal harm, property damage, or loss." (Incidents are also referred to as near misses.)


Accident: "An undesired event that results in physical harm to a person or damage to property."

Reportable Incident: "OSHA requires reporting of work related incidents resulting in the death of an employee or the hospitalization of three or more employees. Owner Clients require all incidents to be reported including, but not limited to, injuries, spills, property damage, fires, explosions, and vehicle damage."

Types of Events to Report

Employees, contractors and subcontractors should report the following types of events to supervisors:

- fatalities
- injuries or occupational illnesses that prevent a worker from performing regular tasks
- injuries that can be treated at the worksite
- any emergency or loss, such as a motor vehicle accident, fire, explosion, vandalism, theft or spill
- all incidents (near misses)

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Supervisors will manage the response to the event and notify the appropriate authorities where necessary.

Reporting of the Incident

Reporting of the incident must occur in a specified manner and the reporting sequence must be posted. In the event of an incident, the following are contacted in order:

1. 911,
2. department supervisor,
3. section manager,
4. company physician,
5. security,
6. human resources,
7. safety department, and
8. other organizations as required.

The Company must also verbally report required incidents to OSHA within 8 hours of their discovery. Incidents must also be reported to the Owner Client as soon as possible, or in a timely manner (within 24 hours of incident).

When to Prepare Reports

Reports of incidents and accidents should be prepared immediately after the events have occurred. This is necessary to ensure important evidence is not lost or disturbed and details are not forgotten by those involved. Reports of accidents must be provided and kept on file to ensure regulatory compliance.

Report Form

Written incident reports should be prepared and include an incident report form and a detailed narrative statement concerning the events. The format of the narrative report may include an introduction, methodology, summary of the incident, investigation board member names, narrative of the event, findings and recommendations. Photographs, witness statements, drawings, etc. should be included.

To ensure incident and accident reporting is consistent, you should have report forms available at all worksites. The report form should provide sufficient information for supervisors and management to make a preliminary evaluation of the potential consequences of the incident and determine the extent to which the actual investigation will be carried out. The form should request the following information:

- names of everyone involved
- location, date and time of incident or accident
- names of victims and descriptions of illnesses or injuries (if applicable)

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- descriptions of damage (if applicable)
- description of incident or accident (including diagrams, if appropriate)
- description of events immediately prior to the incident or accident
- preliminary determination of cause

Investigation Training

Individual responsibilities for reporting and investigation must be pre-determined and assigned prior to incidents. Personnel must be trained in their roles and responsibilities for incident response and incident investigation techniques. Training requirements relative to incident investigation and reporting (Awareness, First Responder, Investigation, and training frequency) are as follows:


- Awareness: employees not trained and authorized as first responders will notify their immediate supervisor immediately. Avoid any contact with potentially infectious body fluids. In the event of a fire or chemical release, evacuate the area to your designated area. All employees are training on Trinity's incident and accident reporting procedures.
- First Responder: all first responders must be properly trained and qualified with a current First Aid and Basic Cardiac Life Support (BCLS) certification to control degree loss during the immediate post-incident phase. In the event of an injury, first responders will provide first aid and/or BCLS, and/or remove the injured employee to a safe area. Only first responders training in fire extinguisher use shall attempt to extinguish a fire. Only first responders who are certified HAZWOPER First Responders shall attempt to control, stop or cleanup a chemical release.
- Accident Investigation: members of each company safety team will be trained in proper incident and accident investigation procedures.

All employees are trained annually on their roles and responsibilities in our incident / accident reporting and investigation procedures. Any employee investigating an incident or accident should be trained in investigation techniques. The investigator should also know in what instances insurance or government investigators should be called in. Training ensures the investigator knows how to look for the underlying cause of the incident or accident. Ideally, worksite supervisors should be trained in investigation techniques because they will most likely be on site when accidents occur. They also know more about the worksite and work in progress than would an investigator from head office.

While all incidents should be investigated, the extent of such investigation shall reflect the seriousness of the incident utilizing a root cause analysis process or other similar method.

Looking For Root Causes

The purpose of investigations is to identify both the factors that contributed to an accident and the root causes behind those factors. Take the case, for example, where a worker driving a vehicle has a tire explode, panics, loses control of the vehicle, and is seriously injured. The

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exploding tire is a contributing factor to the accident, as is the panicked reaction of the driver to the explosion. The root causes behind these factors may be:

- an excessive workload, which prevented the driver from getting enough sleep, and affected his ability to respond well to the accident
- inadequate purchasing controls, which allowed tires to be purchased that were undersized for the truck's weight
- inadequate pre-trip inspection procedures, which prevented the driver from noticing the tires were underinflated

Investigation Procedure

Proper equipment will be available to assist in conducting the investigation, such as; writing equipment such as pens/paper, measurement equipment such as tape measures and rulers, cameras, small tools, audio recorder, PPE, marking devices such as flags, equipment manuals, etc.

1. After being notified of an incident or accident, the on-site company investigator should survey the area to determine if the work must be stopped to prevent injuries and preserve evidence. (In a major emergency, work should be stopped immediately. It is not necessary to wait for the investigator to make this decision.
2. The on-site investigator should notify management, or the designated manager or supervisor who is responsible for the coordination of the investigation process, to ensure all steps in the emergency response plan are being carried out. The designated manager should determine if government and insurance investigators should be called if they have not already been notified as a part of the emergency response.
3. After immediate rescue, actions to prevent further loss should occur. For example, maintenance personnel should be summoned to assess integrity of buildings and equipment, engineering personnel to evaluate the need for bracing of structures, and special equipment/response requirements such as safe rendering of hazardous materials or explosives employed. This must be done prior to investigators entering the area.
4. The on-site investigator should gather evidence and interview witnesses and people involved in the accident. The investigator should also photograph the site to record evidence and damage on film. Initial identification of evidence immediately following the incident should include a listing of people, equipment, and materials involved and a recording of environmental factors such as weather, illumination, temperature, noise, ventilation, etc. Evidence such as people, positions of equipment, parts, and papers must be preserved, secured, and collected through notes, photographs, witness statements, flagging, and impoundment of documents and equipment.
5. Witness interviews and statements must be collected. Locating witnesses, ensuring unbiased testimony, obtaining appropriate interview locations, and use of trained interviewers should be detailed. The need for follow-up interviews should also be addressed.
6. If insurance or government investigators are called in, the on-site company investigator should assist them as required.

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7. Once all the evidence is collected, then the investigator can complete the investigation process, which includes:
 - i. determining the contributing factors and root causes of the incident or accident
 - ii. completing the Incident or Accident Report Form
 - iii. recommended corrective actions, individuals should be assigned responsibilities relative to the corrective actions, and these actions should be tracked to closure with completion target dates established
 - iv. present the report and recommendations to management and, if required, to the insurance company and government
 - v. discuss the report and recommendations with everyone who was working on the site at the time of the accident and all other employees that are affected by the accident.
8. The individuals assigned action items should then carry out the investigator's recommendations and provide feedback to management on a monthly basis until all actions are completed and signed-off.
9. Management, or the designated manager or supervisor who is responsible for the coordination of the investigation process, should verify that all corrective action is completed and the incident report is closed out.
10. Lessons learned should be reviewed and communicated. Changes to processes must be placed into effect to prevent reoccurrence or similar events.

Appendices

HSE-BF-026 Accident/Investigation Report Form
 HSE-BF-027 Supervisor Report of Injury / Illness Form
 HSE-BF-028 Employee Report of Injury / Illness Form