

**01-01-2025**

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**Title: INCIDENT MANAGEMENT PROCEDURE****Document #:****HGGC/HSEQ/SOP-06****Rev #****01****Effective Date****01-01-2022****Review Date****01-01-2025**

## **Incident Management Procedure**

### **1 PURPOSE:**

- 1.1 The purpose of this procedure is to define the requirements for the reporting and controlling of health safety and wellbeing incidents that occur at HGGC or as a result of Company approved activities (both on and offsite).

### **2 SCOPE:**

- 2.1 This system shall be applicable to all employees, contractors, visitors, and temporary workers of **M/S HAJI GUL GROUP OF COMPANIES**.

### **3 DEFINITIONS:**

- 3.1 **CONTRACTOR:** "A person or business which provides goods or services to another entity under terms specified in a contract"
- 3.2 **CORRECTIVE ACTION OR CONTROL:** "An action taken to control the risk and reduce the likelihood of injury following an incident occurring or a hazard present"
- 3.3 **FIRST AID:** "initial treatment for an injury which is normally given by a first aid officer."
- 3.4 **HAZARD:** "Anything that can harm."
- 3.5 **INCIDENT:** "Any unplanned event resulting in, or having a potential for injury, ill health, damage, or other loss."
- 3.6 **INJURY:** "Any physical or mental damage to the body caused by exposure to a hazard."
- 3.7 **RISK:** "is the likelihood and consequence of the occurrence of injury, illness, and harm."
- 3.8 **NEAR MISS AND POTENTIAL INCIDENT (NMPI):** "A Near Miss / Potential incident is an unplanned event that did not result in injury, illness, or damage – but had the potential to do so."
- 3.9 **ROOT CAUSE:** "The most basic cause(s) that can be reasonably identified."
- 3.10 **ASAP:** "As soon as possible."
- 3.11 **ER:** "Emergency Response"
- 3.12 **VTs:** "Vehicle Tracking System"
- 3.13 **LFI:** "Learning from Incident"
- 3.14 **TBM:** "Tool Box Meeting"

### **4 RESPONSIBILITIES:**

- 4.1 All HGGC employees shall be responsible to report accidents, incidents, near miss or any potential incident that happens under his vicinity to the HSEQ Manager asap.
- 4.2 HSEQ Manager shall be responsible to investigate all incidents to find out the root cause.
- 4.3 HSEQ Manager shall be responsible to prescribe preventive controls and ensure proper follow-ups until the found root cause has been controlled acceptably, as a minimum requirement.
- 4.4 HSEQ Manager or any emergency team member shall need to notify the client/customer about the incident, prescribed control, and follow-ups.
- 4.5 HSEQ Manager shall be responsible to record and maintain relevant documents.



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**5 PROCEDURE:**

**5.1 INCIDENT REPORTING:**

5.1.1 VTS representative, while receiving call at ER number shall note down the following essential information:

- **Date & Time**
- **Name of caller**
- **Location**
- **Incident description**
- **Any injury**
- **Any spill**
- **Damage detail**
- **Client/customer name**

5.1.2 All incidents must be reported immediately to the HSEQ manager/Supervisor.

**5.2 Near Miss / Hazard Report:**

5.2.1 The person involved shall:

1. Immediately alert/report the responsible Supervisor/Manager regarding any near miss or hazard.
2. Fill Near Miss/potential incident form by the person involved or by his immediate Supervisor.
3. The Supervisor/Manager is required to:
  - **In consultation with the relevant department staff members, review the information in the report and advise corrective action/s within an agreed timeframe.**

**5.3 The incident, Near miss & Hazard reporting Matrix:**

What	To/By	Method / Process	Timeline (from time of the incident)
<b>'A' CATEGORY INCIDENT (RAM = 4,5)</b>			
Inform via call	<ul style="list-style-type: none"> <li>• ER Coordinator</li> <li>• HSEQ Manager</li> <li>• TPPL Duty officer</li> </ul>	Tel: 0346 6381599 Tel: 0333 372 8824 Tel: 0302 4656486	Immediately
Inform 1 <sup>st</sup> information incident details	<ul style="list-style-type: none"> <li>• Client</li> </ul>	E-mail	As soon as possible
Maintain a log of incident / Site Visit	HSEQ Manager	Accident/incident log sheet	Within 24 hours
Incident Investigation	HSEQ Manager	Incident investigation form	Within 48 hours
Investigation report submission	HSEQ manager	Investigation report	Within 7 days

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Prepare LFI & Share it with the relevant staff	HSEQ manager	TBM/WhatsApp group/ safety bulletin	Within 7 days
Incident Review & update	Operation Manager / HSEQ manager	HSEQ Quarterly meeting	Within 3 months
<b>'B' CATEGORY INCIDENT (RAM = 2,3)</b>			
Inform via call	<ul style="list-style-type: none"> <li>ER Number</li> <li>HSEQ Manager</li> <li>TPPL Duty officer</li> </ul>	Tel: 0346 6381599 Tel: 0333 3728824 Tel: 0302 4656486	Immediately
Inform 1 <sup>st</sup> information incident details	<ul style="list-style-type: none"> <li>Client</li> </ul>	E-mail	Within 24 hours
Maintain a log of the incident	HSEQ Manager	Accident/incident log sheet	Within 24 hours
Incident Investigation	HSEQ Manager	Incident investigation form	Within 48 hours
Investigation report submission	HSEQ Manager	Investigation report	Within 3 days
Prepare LFI & Share it with the relevant staff	HSEQ Manager	TBM/WhatsApp group/ safety bulletin	Within 3 days
Incident Review & update	Operation Manager / HSEQ Manager	HSEQ Quarterly meeting	Next Quarterly meeting
<b>'C' CATEGORY INCIDENT (RAM = 1)</b>			
Inform via call	<ul style="list-style-type: none"> <li>HSEQ Manager</li> </ul>	Tel: 0332 3162286	Within 24 hours
Inform via E-mail	<ul style="list-style-type: none"> <li>Client</li> </ul>	E-mail	Within 24 hours
Maintain a log of the incident	HSEQ Manager	Accident/incident log sheet	Within 24 hours
Incident Investigation	HSEQ Manager	Incident investigation form	Within 1 week
Investigation report submission	HSEQ Manager	Investigation report	Within 2 weeks
Prepare LFI & Share it with the relevant staff	HSEQ Manager	TBM/WhatsApp group/ safety bulletin	Within a month
Incident Review & update	Operation Manager / HSEQ manager	HSEQ Quarterly meeting	Next Quarterly meeting

- 5.4 Minimize the risk of injury or damage:** In the event of a health, safety, quality and environment incident, where it is safe to do so, the person identifying the incident, should take appropriate immediate action to minimize the risk of injury or damage (e.g. isolating the hazard, containing spills)
- 5.5 Seek support for any injuries:** In the case of an injury, depending upon the severity of the injury and the injured person's preference, appropriate first aid or medical attention should be sought.



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- 5.6 Preserve the site of the notifiable incident:** The Manager/Supervisor or person responsible for managing or controlling the workplace where a notifiable incident has occurred, must ensure, as far as reasonably practicable, that the site where the incident occurred is not disturbed until the HSEQ Manager or Supervisor arrives onsite.
- 5.7 Corrective Action:** The HSEQ Manager in consultation with the person who was involved in the incident identify the corrective and/or preventative actions required to prevent a recurrence of the event and develops an agreed time frame for the corrective actions to be implemented.
- 5.8 Review & Monitoring:** Once identified corrective actions have been implemented, it is the responsibility of the Manager/Supervisor to review the corrective actions to ensure their effectiveness.
- 5.9 Investigation Plan:**
- 5.9.1 The following points should be considered in an incident Investigation:
1. **When and where the incident occurred**
  2. **How many people were involved in the incident?**
  3. **The direct and indirect cost involved in the incident**
  4. **The legal and regulatory implications of the incident**
  5. **Identify the key pieces of evidence (Pictures, documents, etc.)**
  6. **Select an initial group of individuals for interviews**
- 5.9.2 A team of senior management including CEO will investigate all major incidents i.e. 'A' Category incidents.
- 5.9.3 The investigation team will comprise of the representative from HSEQ and Operations and the report will be submitted to senior management for their review and approval of action items.
- 5.9.4 Initially, the HSEQ Manager is responsible to evaluate the incident's severity based on consequence and then classify it as a 'Major' or 'Minor' incident.
- 5.9.5 In-case of a Major Incident, a detailed investigation is required.
- 5.9.6 HSEQ Manager shall ensure that the investigation is carried out promptly so that the evidence could not be changed/replaced/or lost.
- 5.9.7 For all major incidents, the client/customer representative will be immediately notified about the incident.
- 5.9.8 Minor incidents can be reported to the client/customer within 24 hours.
- 5.9.9 All major or high potential incidents shall be discussed and reviewed in the quarterly safety meeting with management.
- 5.9.10 Learning from the incident/REX shall be shared with drivers and with relevant staff through TBM sessions.
- 5.9.11 Sharing of incident with relevant staff shall be recorded.
- 5.10 Recording of Incident (Major, Minor and NMPI):**
- 5.10.1 All incident investigation findings shall be documented.
- 5.10.2 Investigation findings and recommendations for corrective actions shall be compiled in a report format.
- 5.10.3 All Near Miss/potential incidents shall be documented.

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### 6 RECORDS:

Sr. #	Document Name	Document #	Retention Period
1	NMPI Reporting Form	HGGC/HSEQ/FM001	1 Year
2	NMPI Analysis	HGGC/HSEQ/LOG02	1 Year
3	Corrective Action Form	HGGC/HSEQ/FM006	1 Year
4	Accident Incident Initial Reporting Form	HGGC/HSEQ/FM003	1 Year
5	Incident Investigation Report	HGGC/HSEQ/RPT01	1 Year
6	Accident and Incident Log	HGGC/HSEQ/LOG01	1 Year
7	Incident Tracking Register	HGGC/HSEQ/ITR01	1 Year

#### Prepared by:

Designation	Department	Date	Signature
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#### Reviewed by:

Designation	Department	Date	Signature
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#### Approved by:

Designation	Department	Date	Signature
CEO	All	Jan 01 <sup>st</sup> , 2025	