

H S E

HEALTH

SAFETY

ENVIRONMENT



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Advanced Accident Investigation & Reporting masterclass

Duration: 5 Days

Introduction:

In spite of all our best efforts, accidents and incidents occasionally occur. These unplanned or undesired events can adversely affect a company's work operations and may include work-related injuries, occupational illnesses, property damage, spills and fires. Critically all incidents should therefore be

thoroughly investigated demonstrating a proven company-wide process of efficiency and effectiveness linked to the Safety Management System (SMS). The more serious the incident the more extensive the investigation.

However, even a minor incident or near-miss incident also requires a thorough investigation as this may reveal significant potential for a serious future incident should the conditions be left uncorrected. While incidents seem to happen for obvious reasons, there may be things that contribute to an accident which are not always immediately apparent. Attendance on this course will provide you with the confidence and necessary professionalism to enable a thorough Accident Investigation as soon as practicable after the event. **This course will feature:**

- The two major components that contribute to the cause of an incident
- Why investigations must be constructive, professional, credible and timely
- Why and who conducts an investigation?
- Investigation methodology, the essential six-step process
- Characteristics of an effective incident/accident analysis program
- Safety Management Systems on promoting a pro-active Safety Culture

Who Should Attend?

Team Leaders, Managers, Line Managers, Supervisors, Team Leaders, Project Managers, Control Center Operators and Supervisors, Emergency Dispatchers, Security Personnel and CCTV Operators, HSE Officers, HSE Personnel, HSE Professionals, Emergency Response Team members, HSE Managers and Auditors, Health & Safety and Environmental Professionals, Fire Officers, Incident Control Point (Forward Control) Team Members, Supervisors, Inspectors, Advisors, Auditors, Laboratory Personnel, Emergency Personnel, Maintenance Personnel, Procurement and Supply Chain Managers, Engineers and Maintenance Personnel, Experienced and new auditors linked to the company's HSE Management Systems (HSE-MS), HSE-MS Personnel, Personnel involved in implementing the Company's HSE-MS, Control Center Operators and Supervisors, Security Personnel and CCTV Operators, Incident Control Point (Forward Control) Team members, Staff responsible for managing hazardous wastes, Supervisors and Line Management who have assigned responsibilities within the organization's Safety Management System (SMS)

Course Objectives:

By the end of this course delegates will be able to:

- Understand the elements that combine to form an accident
- Develop confidence & professionalism in investigating, interviewing & reporting
- Develop the knowledge and skills required to investigate all adverse events
- Understand the causes of accidents and ill-health
- Ensure all employees & contractors are aware of the SMS and 'Safety Culture'
- Apply the legal requirements and company procedures

Course Outline:

Incident and Accident Theories

- Incident & Accident Analysis Overview, exploring Accident Theory
- Identify accident and incident causation factors
- What are the necessary conditions for an accident to happen?
- Unsafe Acts V. Unsafe Conditions: Avoiding the "Blame Game"
- Role of the HSE Team Leader and a trained and prepared workforce during an Investigation
- Links between Risk Assessment and Incident Investigation
- Factors that contribute towards establishing a good safety culture?

Investigation Methodology

- Active listening
- Interpersonal skills
- Observation skills
- Good communication skills

- Attentive, Patient and relaxed
- Six-step accident investigation process
- Scene Protection and Examination - Who should be involved at this stage
- Listen and Learn, and Learn to Look and Listen More
- The importance of Note Taking v. reliance on memory
- Scene Photographs (+video) and Sketching – equipment required

Root Cause Analysis

- What is the "Root Cause" and why is it important
- Basic v. Root Cause: Getting from "effect" to "cause"
- What questions to ask to confirm "Root Cause"
- From Root Cause to Prevention
- Consider the Human Error issues
- Help to establish and maintain regulatory due diligence
- The role of policies, equipment and training on accident prevention

Interviewing Techniques, Facts, Evidence & Witness Statements

- Purpose and preparation for the Interview
- Who conducts the interview
- Where to conduct an interview
- Building Rapport with the witness
- Obtaining Witness Statements
- Forms and Format
- Inculpatory and Exculpatory statements

Report Writing & Practical Exercises

- Forms, format and structure
- Effective Writing Skills, simple, self-explanatory and straightforward
- Writing the Report, the aim is to persuade and seek action
- Help to prevent recurrence, cost savings (human financial)