

INCIDENT REPORTING & INVESTIGATION

PURPOSE & SCOPE

To ensure that effective incident, reporting and investigation processes are established and maintained.

This procedure addresses the following:

- Incident management;
- Reporting to the appropriate internal and external parties;
- First aid equipment, facilities, personnel and training;
- Treatment and records management;
- Injury minimisation and prevention;
- That an appropriate level of investigation is undertaken for incidents; and
- Timely corrective action is taken to prevent recurrence of incidents.

DEFINITIONS

Incident

An unplanned or unexpected event including accidents and dangerous events that may or may not result in an injury.

Accident

That class of incident which is not a dangerous event but is generally caused by the person or is a result of a person's actions and exposes that person to an immediate risk to their health and safety such as a trip, fall, cut, crush etc.

Dangerous Event

That class of incident that causes damage or exposes a person in the immediate vicinity to an immediate risk to their health and safety and includes:

- collapse, overturning, failure or malfunction of, or damage to plant and equipment;
- implosion, explosion and fire; or
- uncontrolled escape of gas, dangerous goods or steam.

Notifiable Incident

Any incident defined in the relevant State legislation that must be reported to the relevant State authority. In general these are incidents that are:

- work injuries resulting in death or serious bodily injuries;
- work caused illnesses; or
- dangerous events.

First Aid Injury

An injury incident that can be treated by on-site first aid and results in no lost time.

Medical Treatment Injury

An injury incident that requires off-site medical treatment and results in no lost time.

Lost Time Injury

An injury incident that results in a fatality, permanent disability or time lost from work of one day/shift or more.

REFERENCES

- Relevant State and Federal Legislation
- AS 1885 Workplace Injury and Disease Recording Standard

RESPONSIBILITIES

Managing Director

- Notify the next of kin of serious injury, hospitalisation or fatality;
- In the event of a dangerous occurrence and/or lost time injury coordinate an incident investigation;
- Review investigation reports and conduct a debrief;
- Provide assistance as required in the event of serious incident;

Supervisor

- Ensure that a first aid assessment is conducted at site/ project mobilisation;
- Nominate project personnel responsible for controlling first aid resources;
- Ensure that an appropriate number and competency level of first aid personnel are maintained;
- At site/project mobilisation identify a local doctor surgery and/or medical centre for the management of injuries that require more than just first aid;
- Provide the doctor or centre manager with a copy of the Company's introduction letter, OHS and Rehabilitation Policy and program and extend an invitation for them to visit site;
- Ensure all medical treatments and lost time injuries are managed;
- Initiate investigation process;
- Review the Work Incident Report and Incident Investigation Report ensuring that the required corrective and preventative actions are recorded, implemented and closed out;
- Notify Choice Contract Cleaning and provide an investigation report within the required timeframe;
- Notify relevant authorities where event is determined to be notifiable after consultation with the Choice Contract Cleaning Supervisor ;
- Monitor and report on key injury statistics and implement and maintain injury prevention strategies on a daily, weekly and monthly basis.
- Notify the Choice Contract Cleaning Manager to determine whether written advice is required to ensure that future investigations are placed under "privilege".

Nominated Personnel (including subcontractors)

- Ensure that first aid equipment and facilities are adequately maintained for the size and nature of the site;
- Administer first aid treatment as required and assist with any resulting medical / hospital treatment ;
- Accompany an injured employee to the doctor or medical centre;
- Carry out an investigation in the event of a medical treatment, lost time injury or dangerous occurrence;
- Maintain work injury reports ensuring that all sections are correctly and fully completed;
- Ensure that corrective and preventative actions are implemented and effective;
- Identify and report on any incident trends;
- Induct and train site personnel in reporting and investigation processes; and
- When requested participate in the investigation and debrief of a nominated dangerous occurrence and/or lost time injury.

Employees

- Report any injury to supervisor as soon as reasonably possible;
- Where necessary participate in the investigation process; and
- Report any absences due to workplace injuries as soon as reasonably practicable.



INCIDENT REPORTING & INVESTIGATION

Subcontractors/Suppliers

- Report all incidents to an Choice Contract Cleaning management as soon as reasonably practicable;
- Provide a copy of any internal injury report and/or investigation report.
- When requested participate in the investigation and debrief of a nominated dangerous occurrence and/or lost time injury.

METHOD

First Aid Resources

First aid equipment and facilities will vary in each work site and at each phase of the project. State Legislation may determine the type and level of first aid resources required for a project. Legislation requires the project to conduct a first aid assessment to determine the resources required.

As a general rule the following resources should be considered:

- Suitably trained first aid personnel so that at least one trained first aider is on site at all times;
- First aid equipment such as first aid kits in sufficient numbers and Choice Contract Cleaning to ensure that project personnel have easy access to this equipment;
- A suitably fitted out first aid room; and
- First aid signage and notices. First aid facilities must be clearly identified through appropriate signage. Choice Contract Cleaning one of the first aid equipment and room(s) must be conveyed to all personnel on site as part of the site-specific induction. Notices detailing first aiders and Choice Contract Cleaning of kits, rooms etc must be promptly displayed in suitable Choice Contract Cleaning

Doctor/Medical Centre

Choice Contract Cleaning Manager must select a local doctor and/or medical centre for the treatment of injuries, which cannot be treated by on-site first aid.

Choice Contract Cleaning Manager representative must brief the selected clinic on the nature of the work, Choice Contract Cleaning Safety policies and procedures for injury management and return to work .

The Choice Contract Cleaning Manager or his/her representative must also advise the doctors that the Choice Contract Cleaning will provide suitable duties which will assist injured workers to remain at work or return to work promptly and make meaningful contributions within the limitations imposed by their injuries.

Subcontractors

Prior to starting work on site all subcontractors must be made aware of the Choice Contract Cleaning Safety policy, procedures and injury management.

This requires the subcontractor's full cooperation with and active participation in implementing effective injury management and rehabilitation for their own workers. Each subcontractor must provide a list of suitable activities appropriate to their works, which will assist their injured workers to remain at work or return to work promptly.

A management representative of the subcontractor must make himself/herself available upon the request of the Choice Contract Cleaning to participate in an incident investigation and debrief.

Injury Choice Contract Cleaning on and Recording

All injuries are to be recorded. These must be completed accurately by the first aider and reviewed by Choice Contract Cleaning management ensuring that all sections are completed in full.



INCIDENT REPORTING & INVESTIGATION

Injury Management

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Injuries are to be assessed and treated by a nominated first aider. The first aider will record details of the injury and treatment on form *Work Incident Report*.

- Medical Treatment Injuries and Potential Lost Time Injuries

The injured employee's Supervisor (Choice Contract Cleaning or subcontractor supervisor) must personally take the injured worker to the Nominated Doctor or Medical Centre and remind the treating practitioner of Choice Contract Cleaning return to work policy and obligations and what alternative/modified/suitable duties can and will be arranged. Upon the return to site the Supervisor will copy the WorkCover medical certificate/certificate of capacity and advise the Managing Director of the outcome.

An investigation as to the cause of the incident must be conducted

Lost Time Injuries

Choice Contract Cleaning Management must supervise the entire process with the explicit aim of ensuring that the injured employee(s) return to work and have gainful employment as quickly and safely as possible.

If the injured employee does not return to work the next normal work day/shift following an incident in which no time off has been given then that employee's Supervisor (Choice Contract Cleaning or subcontractor) must contact the injured person as soon as they are aware of the employee's absence from work to ascertain the reason for his/her absence.

Choice Contract Cleaning employees must ensure that an investigation as to the cause of the incident is conducted in line with this procedure and forwarded onto the Managing Director.

All employees returning to work after a lost time injury must provide the site with a final medical certificate/certificate of capacity identifying their return to work status.

Incident Investigation

The level of investigation will depend on the type of incident that has occurred. *Table 2* indicates the level of investigation required.

Table 1

Type of Incident	Level of Investigation
First Aid Injury Incident	1. Work Incident Report
Medical Treatment Injury	1. Work Incident Report 2. Incident Investigation Report
Lost Time Injury	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management
Non-Injury Incident	1. Work Incident Report 2. Incident Investigation Report <u>(if applicable)</u> 3. Reviewed by Choice Contract Cleaning Management
Dangerous Occurrence	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management
Notifiable	1. Work Incident Report 2. Incident Investigation Report 3. Reviewed by Choice Contract Cleaning Management 4. Notify WorkSafe as per the OH&S Act & Regulations requirements

Non-Disturbance

Depending on the requirements of the relevant and appropriate State Health and Safety Authority the incident scene should not be disturbed until authorisation has been received from the Authority. However, this does not exclude the immediate management of the injured so as to protect the health and safety of those involved.

Investigation Process

The investigation process involves the following steps:

- Observe, photograph and/or take sketches of the scene of the incident;
- Interview the person(s) involved in the incident. If the incident resulted in serious injury or hospitalisation use discretion;
- Individually interview witnesses, other members of the persons work team or other workers that are experienced in the same type of work;
- Gather evidence of site induction, work activity training, certificates of competency, safe work method statements, job hazards analysis, site safety plans etc;
- Obtain information from specialist or experts, if necessary;
- Identify all contributory factors to determine the root causes(s); and
- Recommend action(s) necessary to eliminate or control contributory factors to prevent recurrences.

Details of the investigation are to be recorded.

When interviewing person(s) involved or witnesses to the incident, typical questions to ask are:

- What time did the incident occur?
- What were people doing immediately before the incident?
- Were people working with or nearby the injured person/incident?



INCIDENT REPORTING & INVESTIGATION

- What type of PPE was being worn?
- What plant and/or equipment were being used?
- From what equipment or on what surface was the injured person working?
- What were the weather conditions?
- What instructions had been issued prior to the incident and by whom?
- Who was the first person at the scene?
- Who administered first aid?

Collecting Evidence

- Compile a "snapshot" of the work activity at the time of the incident;
- In internal reports, avoid speculation, conjecture, rumours and "guesswork" about what happened, or hasty conclusions. Be careful when stating what action to take to prevent recurrence;
- Consider consistency between different reports (including other statutory reports and internal reports to senior management);
- Notes, reports etc. should be coordinated by Choice Contract Cleaning Management (otherwise they may not be privileged).

Information Management

- All documents provided to third parties (e.g. OH&S authorities) should first be reviewed by Choice Contract Cleaning Keep documents and information confidential (be sensitive about media/public knowledge);
- Minimise the distribution of information (avoid widely distributing emails);
- Collate all relevant documentation/evidence as early as possible. Obtain statements or proofs of evidence from all potential witnesses (including non employees);
- Ensure Choice Contract Cleaning Management is consulted before any expert reports/audits etc. are obtained. These should be "privileged and confidential".

Dealing with Health and Safety Authorities

- Understand the scope of the Health and Safety Authority's powers. Unions also have some limited investigatory powers;
- Staff must cooperate with and provide reasonable assistance to an OH&S authority. It is also important to balance the need to retain control over information with the goal of fostering and preserving good long term relationships with OH&S authorities;
- Consider "shadowing" the evidence collected by the OH&S authority (samples, photos etc);
- Ensure witnesses are briefed by management as early as possible;
- If the OH&S authority requests a formal interview, always ask for the questions in writing. Consider having a lawyer present during any interview. Do not sign statements until they have been checked by Choice Contract Cleaning Management. There is no obligation to sign a record of interview;
- When issued with an OH&S authority's notice, get Choice Contract Cleaning Management advice immediately.

Public Relations/Dealing with the Media

All media interaction is to be undertaken by senior management.

If required, the Choice Contract Cleaning Management will speak to the media on behalf of Choice Contract Cleaning

Management Incident Investigation and Debrief

Following the submission of an incident investigation report for a lost time injury or dangerous event an Choice Contract Cleaning management review and debrief of the incident will be conducted to ensure that a full and comprehensive investigation process has been undertaken and that all recommended preventative and corrective actions have been implemented or are in the process of being implemented. The debrief needs to occur as soon as possible following the incident.