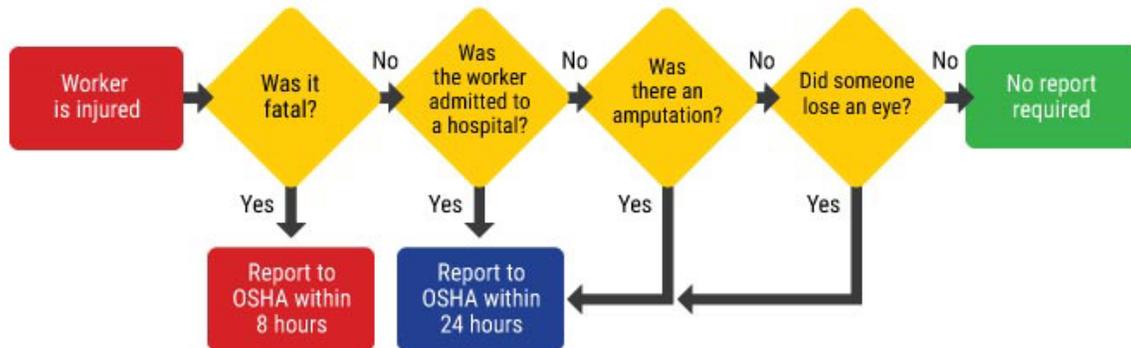


# ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES

## POLICY

The Company supervisors are responsible for accident and incident investigation and the result of an investigation will be verbally reported to the applicable client (host facility) and to management within 24 hours. As applicable, the incident will be reported to OSHA within 8 hours or 24 hours depending on the nature of the accident.

### OSHA Reporting Flowchart



#### How do I report?

1. Call 1-800-321-OSHA (6742) or
2. Call your nearest area office during normal business hours or
3. Report online at: [www.osha.gov/pls/ser/serform.html](http://www.osha.gov/pls/ser/serform.html)

Source: OSHA

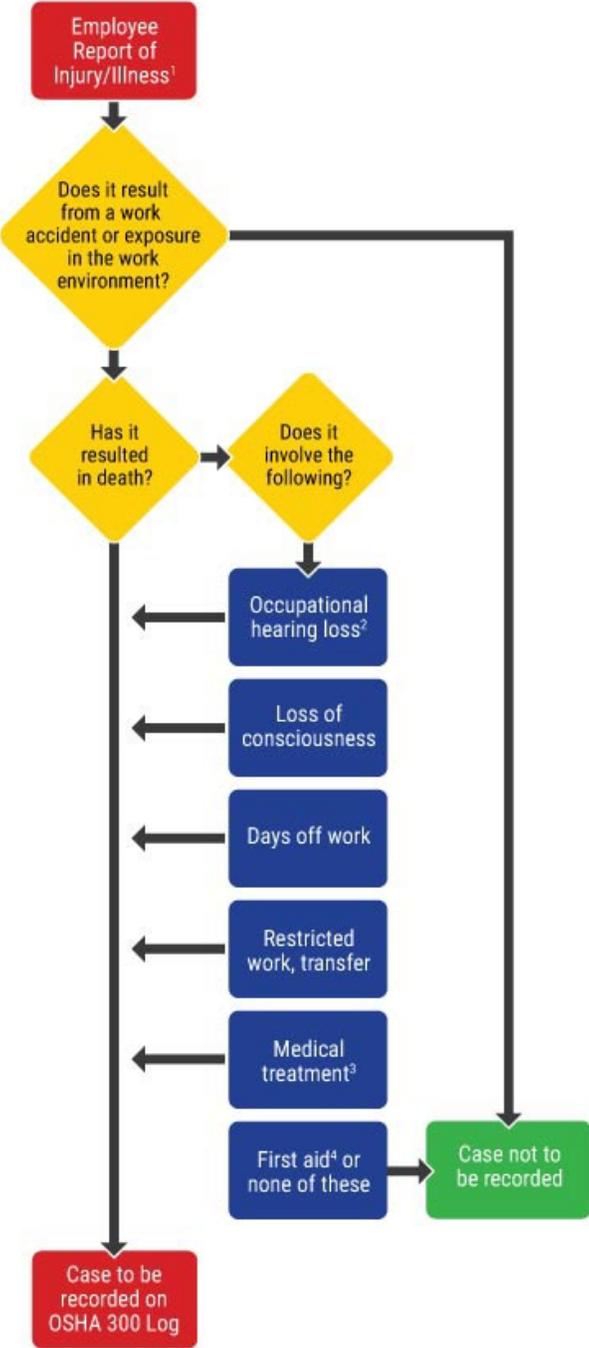
Company employees receive training in incident response and investigation techniques relative to their role such as awareness, first responder, etc.) and will have the proper investigation equipment such as writing equipment, measurement equipment, cameras, small tools, audio recorder, PPE, marking devices such as flags, equipment manuals, etc.

An accident or incident involving a slight injury may reveal as many constructive conclusions as the investigation of an accident involving a fatality. The extent of an investigation should reflect the seriousness of the incident utilizing a root cause analysis process or other accident prevention method.

Incident investigations will result in corrective actions and lessons learned will be reviewed and communicated to employees. Changes will be put into effect to prevent reoccurrence of similar events.

# ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES

## OSHA 300 Log Recordkeeping Flowchart:



Source: OSHA

## **ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES**

Accident and incident investigation can serve many purposes including:

- To determine the causes, similar accidents can be prevented.
- To pinpoint problem areas and improve methods.
- To assist management in identifying hazards which may exist at other jobs.
- May show the need for additional training.
- To improve employee morale by showing you are interested in their well-being.

# ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES

## TRAINING

When the cause of an accident is reported, it will be accurate and specific. The time to investigate an accident is as soon as possible after it happens. Every accident investigation should contain:

- Answers to the questions of what, where, when, why and how did it occur.
- All information available regarding the injured person.
- Exactly what the employee was doing at the time of the accident; and is that what the employee was supposed to be doing?
- Had the employee been properly trained?
- An inspection and explanation as to the condition of the tools or machinery the employee was using.
- Was the employee wearing the proper personal protective equipment?
- Other significant physical conditions as they existed at the time of the incident.

Evidence such as people, positions of equipment, parts, and papers will be preserved, secured, and collected through notes, photographs, witness statements, flagging, and impoundment of documents and equipment

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, and physical factors such as fatigue, age, and medical conditions.

Witness interviews and statements will be collected. Locating witnesses, ensuring unbiased testimony, obtaining appropriate interview locations, and use of trained interviewers should be detailed. Follow-up interviews will be addressed.

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.

The Company is committed to investigating worksite incidents, whether they are a fatality, injury, illness, or close call. We are committed to providing employees the opportunity to identify hazards in our operations and shortcomings in our safety and health programs.

The Company will focus on identifying and implementing the corrective actions necessary to prevent future incidents.

Incident investigations will focus on identifying and correcting root causes, not on finding fault or blame.

## **ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES**

Incident investigations will be conducted by a supervisor, but to be most effective, these investigations will also include managers and employees working together as a team. In conducting an incident investigation, the team will look beyond the immediate causes of an incident to identify the root cause of an incident.

All incidents are investigated to the appropriate level with regards to incident severity.

All required incidents are reported to OSHA within 8 hours and to the client (host facility) within 24 hours.

Responsibilities for incident investigation are assigned prior to occurrence of an incident.

Personnel are 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 identified in the program. Proper equipment is available to personnel to conduct incident investigations.

Initial identification of evidence immediately following the incident include, but is not limited to, a listing of people, equipment, and materials involved and a recording of environmental factors such as weather, illumination, temperature, noise, ventilation, and physical factors such as fatigue, age, and medical conditions.

Evidence of the incident such as people, positions of equipment, parts, and papers are preserved, secured, and collected through notes, photographs, witness statements, flagging, and impoundment of documents and equipment.

Witness interviews and statements and follow up interviews are collected following an incident. The Company addresses identifying corrective actions resulting from incident investigations.

Written incident reports will 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. may be included.

The Company will inform employees regarding documentation and communication of lessons learned and will review similar operations to prevent reoccurrence.

# ACCIDENT, INCIDENT AND INJURY INVESTIGATION POLICY AND TRAINING GUIDELINES

## DISCLAIMERS

Even OSHA's own website has a disclaimer:

- These regulations and related materials are ... continually under development. The user should be aware that, while we try to keep the information on our Web site timely and accurate, there will often be a delay between official publication of the materials and their appearance or modification on these pages. The Company will make every effort to correct errors brought to our attention.

Company Disclaimer:

- The following has been developed to reduce hazards likely to cause injuries to our employees.
- Some of the following policies may not be applicable to our operations. This manual serves as a guideline and is subject to change or modification as particular circumstances warrant.
- Employees should contact their immediate supervisor or senior management with questions.
- **If there are conflicts with local, state or federal regulations or the Company's Employee Handbook or other Company documents, the local, state or federal regulations, the Company Employee Handbook or other Company documents will prevail.**

Agency Risk Management's Disclaimer:

- The information contained is not the complete OSHA standard.
- The information contained is for informational purposes only.
- Agency Risk Management makes no guarantee the information in this document is true, correct, precise or accurate.
- Agency Risk Management has no influence on how the information in this document is used.
- No one employed by or connected to Agency Risk Management takes any responsibility for the results or consequences of error or for any loss or damage suffered by users of any of the information in this document or attached to it, and such information does not form any basis of a contract with users of it.

Reference OSHA Standards:

- **Refer to the OSHA standards and updates issued by OSHA for the most accurate information.**
- **This document is based on OSHA's [Training Requirements in OSHA Standards](#) document.**
- **When there is a conflict between the contents in this document and, as applicable, [OSHA 29 CFR Part 1926 Safety and Health Regulations for Construction](#) or [OSHA 29 CFR Part 1910 Safety and Health Regulations for General Industry](#), the OSHA standards and other regulatory updates will prevail.**