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1. First Aid Treatment

All employees (including part-time / casual staff and volunteers) are required to report any injury at sustained at work to the First Aider or Line Manager. Details of First Aiders and First Aid provisions will be displayed on the Safety Notice Board. In the event of injury, the First Aider will make an initial assessment of the injury and decide on the treatment required. If injuries are more serious than the abilities of the First Aider or further examination is required, the injury should be taken to hospital.

First Aid arrangements are detailed in policy arrangement 03.013.

2. Reporting (Internal)

It is the policy of the Company to record all accidents and incidents that result in injury or ill health to employees, volunteers or site visitors. The Company will also record incidents that may have potentially resulted in injury, ill health or damage to property, plant or equipment. The initial aim of reporting is to prevent a similar event occurring again. Employees / Staff / Volunteers are required to report all such occurrences as soon as possible to their Line Manager. Where an injury occurs, this must be reported in the Accident Book, BI 510, (details of location are included on the Safety Notice Board).

3. Reporting (External)

For certain types of accident, dangerous occurrence and industrial disease the Company has an obligation under the Reporting of Injuries, Diseases or Dangerous Occurrences Regulations (RIDDOR) to report directly to the Enforcing Authority. Reporting should be carried out within the timeframes required in the regulations. Where reporting under RIDDOR is required the Line Manager should contact the Safety Advisor. See section 7 for further guidance and details.

4. Accident & Incident Investigation

All accidents must be reviewed by a Line Manager or Supervisor based on the information in the Injury Report or the Accident Book entry whether a more detailed investigation is required and to determine what corrective and preventative action should be taken. The complexity and depth of an investigation is determined by the nature of the incident.

The Directors, Senior Managers and Safety Advisor will determine the need for a more formal investigation and written report. The investigating committee should always include the relevant Manager responsible for the activity where the accident occurred. The Safety Advisor will assist when required.

For serious accidents & incidents, the Board of Directors / most senior Management are responsible for appointing internal investigators and seeking the assistance of external investigators. Consideration will need to be given to confidentiality and ensuring any internally appointed investigators are impartial.

Every accident investigation, however informal, should set out to establish the Indirect or Root Cause – there should be no effort to apportion blame, nor any presumption that ‘the cause is obvious’.

For example - A van running over a person's leg could be the direct cause of an injury; the Indirect or Root Cause could be any or all of the following: -

- absence of clear separation of vehicles and pedestrians
- no risk assessment carried out
- no induction training
- purchasing procedures not followed
- unauthorised vehicle driver

Where an incident is reportable to the HSE (either as a serious injury, an 'over 7 day' incident or dangerous occurrence) the Line Manager must interview the employee to ensure that adequate corrective and preventative action has been taken. A record should be kept of the discussion and forwarded to the HR Department (if applicable) and the Safety Advisor.

To confirm the actions required following any accident, please follow the flow chart at the end of this section.

5. Accident & Incident Reports

Accident Investigation

Following the initial recording of any accident or near miss all accidents resulting in injury shall have a more detailed investigation carried out. This will enable the Company to determine any actions that may be required to prevent re-occurrence. Any investigation will include a full review of any relevant policy arrangements, risk assessments and / or safe systems of work.

The investigation will be carried out using the Accident Investigation form which can be found in the Health & Safety Management System, section 07.00 Report Forms.

Following the investigation, the Line Manager will communicate any actions that may be required to prevent further incidents.

Injury Report

In conjunction with the accident book entry an injury report will be completed by the First Aider for every work-related injury that requires treatment. The completed report will be forwarded to the relevant Line Manager to form part of the accident investigation.

Near Miss

The Company will always investigate near miss incidents as they provide valuable information that shall be used to prevent potential future injury. Near miss investigation will be completed using the Near Miss report, Health & Safety Management System section 07.00 Report Forms, and will include details of any damage to property, plant or equipment. The conclusion and actions following any investigation will be communicated to all relevant persons.

Where required the findings will be reported to the relevant Enforcing Authority.

6. Records (To Be Held Following Investigation)

The following records will be held for each accident investigation:

- Accident book entry
- Completed RIDDOR report and submission details
- Accident investigation report
- Injury report
- Near miss report (where relevant)
- Witness statements
- Photographs / drawings of accident scene

- Relevant risk assessments, training records, inspection records and safe systems of work that were in place at the time of the incident

7. RIDDOR Reportable Incidents

Only responsible persons (including employers, the self-employed and those in control of work premises) should submit reports under RIDDOR. The responsible person should complete the specific report form, all of which are available at the following link www.hse.gov.uk/riddor/report.htm. A telephone service is available for reporting fatal and specific injuries. The incident centre number is 0345 300 9923 and is open Monday to Friday 8.30am to 5.00pm. Further information and guidance on reporting under RIDDOR is available at www.hse.gov.uk. There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent. The following is a list of work-related incidents which must be reported to the HSE.

- The death of any worker or non-worker (except suicides)
- Fractures to anything other than fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss or reduction in sight
- Any crush injury to the head or torso causing damage to internal organs or the brain
- Serious burns or scalding which cover more than 10% of the body or causes significant damage to the eyes, vital organs or respiratory system
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any injury relating to work in an enclosed space which: leads to hypothermia, heat induced illness, requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day incapacitation of a worker

Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven-day period does not include the day of the accident but does include weekends and rest days. The report must be made within 15 days of the accident.

Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be adequate.

Non-fatal accidents to non-workers (e.g. members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

Occupational Diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. Further information relating to occupational diseases is available at www.hse.gov.uk/riddor/occupational-diseases.htm.

Dangerous Occurrences

A dangerous occurrence is a certain, specified near-miss event. Not all events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces. For example: the collapse, overturning or failure of load-bearing parts of lifts and lifting equipment, plant or equipment coming into contact with overhead power lines or the accidental release of any substance which could

cause injury to any person. Further information relating to dangerous occurrences is available at www.hse.gov.uk/riddor/dangerous-occurences.htm.

8. What to do in the event of an Accident

- In the event of an accident remain calm and do not panic – take time to assess the situation
- If required, seek assistance from another person or employee
- If there is a casualty, provide first aid or seek assistance from a person who can
- If required, call 999 and ask for the Emergency Services – provide them with the necessary detail (injuries sustained, exact location etc.)
- Ensure the area and any equipment / machinery is made safe – this may involve isolating machinery or cordoning off the area
- Obtain as much information about the accident as possible – speak to those involved or those who may have seen something
- Ensure details of the accident are discussed with the relevant Manager / Safety Officer
- Take photographs of the area and gather witness statements from those involved / in the area – use form 07.072 (held on IRM Connect)
- Record details of the accident in the accident book
- Discuss the incident with AW Safety Management
- Complete an Incident Investigation Report (form 07.069 held on IRM Connect)
- Report the accident to the HSE (under RIDDOR) if necessary – if in doubt, refer to company policy 03.005 (available on IRM Connect) or discuss with your H&S Consultant
- Investigate the cause of the accident – this, if required, should be done in conjunction with AW Safety
- Ensure all relevant details are recorded and have been discussed with; your Line Manager, Safety Officer and AW Safety Consultant
- Implement the findings from the accident investigation
- Learn from the accident – the silver cloud of any accident is that it can help people learn

Accident / Incident Investigation & Reporting Flowchart

