

Incident Management, Reporting and Investigation Procedure

<i>Policy Number:</i>	<i>Reference No: QPR10045</i>
<i>Revision:</i>	2
<i>Issue Date:</i>	9 September 2017
<i>Review Date:</i>	25 November 2022

INDEX

1. PURPOSE
2. RESPONSIBILITIES
3. DEFINITIONS
4. REFERENCES
5. PROCEDURE
6. RECORDS
7. REVIEW

1. PURPOSE

- 1.1. This procedure applies to all employees and contractors employed by Ecoplant & Seeddown.
- 1.2. The purpose of this procedure is to ensure that all incidents and injuries are properly responded to, reported and investigated so that corrective action can be taken to prevent their re-occurrence.

2. RESPONSIBILITIES

- 2.1. Managers/Supervisors must ensure that employees and contractors are aware of:
 - 2.1.1. what defines a WHS incident;
 - 2.1.2. the type of WHS incidents that must be reported;
 - 2.1.3. who and when they must report an WHS incident to; and
 - 2.1.4. the time frames for reporting WHS incidents.
- 2.2. Managers/Supervisors must attend and manage any incident scene as soon as is practicable to ensure that appropriate response actions have been taken.
- 2.3. Managers/Supervisors must ensure that incidents are notified within the required time frames to WHS regulators and Ecoplant & Seeddown management.
- 2.4. Managers/Supervisors must ensure that all WHS incidents are investigated and causal factors identified.
- 2.5. Managers/Supervisors must ensure that incident control measures are developed, implemented and monitored to stop the recurrence of any incident.
- 2.6. Incident review must be a standing agenda item for all WHS committee meetings.

3. DEFINITIONS

- 3.1. **Incident** - An event that resulted in:
 - 3.1.1. an injury, or could have caused an injury; and / or
 - 3.1.2. an unplanned negative outcome
- 3.2. **Notifiable Incident** - As per the relevant State or Territory WHS/OHS legislation, this means:
 - 3.2.1. the death of a person, or
 - 3.2.2. a serious injury or illness of a person (see below), or
 - 3.2.3. a dangerous incident (see below).

3.3. **Serious Injury or Illness** - As per the relevant State or Territory WHS/OHS legislation, this means an injury or illness requiring the person to have:

- 3.3.1. immediate treatment as an in-patient in a hospital, or
- 3.3.2. immediate treatment for:
 - 3.3.2.1. the amputation of any part of his or her body, or
 - 3.3.2.2. a serious head or eye injury, or
 - 3.3.2.3. a serious burn, or
 - 3.3.2.4. the separation of his or her skin from an underlying tissue, or
 - 3.3.2.5. a spinal injury, or
 - 3.3.2.6. the loss of a bodily function, or
 - 3.3.2.7. serious lacerations, or
 - 3.3.2.8. medical treatment within 48 hours of exposure to a substance.

3.4. **Dangerous Incident** - An incident that exposes an employee or any other person to a serious risk emanating from an immediate or imminent exposure to (but not limited to) the following:

- 3.4.1. an uncontrolled escape, spillage or leakage of a substance, or
- 3.4.2. an uncontrolled implosion, explosion or fire, or
- 3.4.3. an uncontrolled escape of gas, steam, or a pressurised substance, or
- 3.4.4. electric shock, or
- 3.4.5. the fall or release from a height of any plant, substance or thing.

4. REFERENCES

- 4.1. Safety Policy
- 4.2. Relevant State and Territory WHS/OHS legislation
- 4.3. AS/NZS 4801:2001 Occupational Health and Safety Management Systems
- 4.4. HB 211 – 2001, Occupational Health & Safety Management Systems, A guide to AS4801 for small businesses
- 4.5. Fair Treatment Procedure

5. PROCEDURE

5.1. Incident response

- 5.1.1. Whenever an incident occurs, appropriate incident response actions shall be taken by personnel on the spot (eg. first aid, firefighting, contain spills, etc). This shall also apply to incidents which have not resulted in accidents, where the immediate action (where appropriate) shall be aimed at mitigating the risk to personnel.
- 5.1.2. Where a notifiable incident has occurred, the area must not be disturbed until an inspector arrives at the site or any earlier time that an inspector directs.

5.2. Internal Reporting

5.2.1. All incidents must be verbally reported to the immediate Manager/Supervisor of the person involved. The incident shall then be assessed to determine the requirement for escalating the verbal notification to higher management levels.

5.2.2. The person directly involved in the incident, or that person's immediate Manager/Supervisor, shall raise an incident report as soon as practicable but not later than the end of duty on the day of the incident. Refer to the Incident and Quick Investigation Report.

5.2.3. Managers/Supervisors have the authority to suspend work in the area where the incident occurred, or to suspend similar work, until the investigation has been completed, if there is a risk of a similar incident occurring.

5.3. External Reporting

5.3.1. In accordance with the requirements of the relevant State or Territory WHS/OHS legislation, all Notifiable Incidents shall be reported to the relevant authorities immediately after becoming aware that a notifiable incident has occurred. The notification shall be:

5.3.1.1. by telephone, or

5.3.1.2. in writing (e.g. fax, email, etc)

5.3.2. Full records of all such incidents and notifications shall be kept for at least five (5) years.

5.4. Incident Investigation

5.4.1. Upon learning of an incident, the Manager/Supervisor of the person involved shall conduct a preliminary assessment to determine:

5.4.1.1. the facts surrounding the incident;

5.4.1.2. the adequacy of initial response actions;

5.4.1.3. what caused the incident; and

5.4.1.4. the need for further action and investigation.

5.4.2. Investigations are important as they enable the Company to establish the real cause(s) of the incident and aid identification of corrective action to prevent recurrence. The level and depth of the investigation shall be determined by the category of the incident, the severity of any injuries and the level of treatment provided.

5.4.3. Any investigation is to be conducted in accordance with the Fair Treatment procedure.

5.4.4. During any investigation, an analysis shall be carried out to identify any system or procedure failure. As a minimum, investigations shall address the following:

5.4.4.1. Is there a procedure, which covers this area of activity?

5.4.4.2. Is the procedure adequate? (i.e. effective, workable, comprehensive, simple, easy to use, etc)

5.4.4.3. Was the procedure properly implemented?

5.4.4.4. Was the procedure followed?

5.5. **Corrective Action Management**

5.5.1. The scope and impact of the corrective action taken shall be appropriate to the magnitude and potential for harm of the incident.

5.5.2. Completion of corrective actions shall be tracked through management forums and/or the WHS committee as appropriate.

6. **RECORDS**

6.1. All documentation relating to incident management (including incident reports) must be retained by the Company for a period not less than seven (7) years from the date that the documentation was brought into existence.

7. **REVIEW**

7.1. Annual