

Procedure: BG 5.2
Title: Reporting and Investigation of Accident, Incident and Complaint



- 1 **Purpose:** To ensure that all accidents, incidents and complaints are promptly reported and investigated and that learning points are cascaded through the Business/Group

2	Procedure	Responsible Person	Record
2.1	<p>Accidents and incidents are unplanned negative events.</p> <p>Included in the Group definition are injuries, near misses, high potential near misses, dangerous occurrences, spillages, complaints, material damage, pollution incidents and breach of site authorisations.</p> <p>The seriousness attributed to any accident or incident is proportional to the outcome that could have reasonably occurred, as opposed to the actual outcome of the event.</p>	Information	
2.2	<p>All steps are taken to identify the risks associated with activities undertaken, plant, equipment and supplies used and in understanding the requirements related to the products and services provided to determine effective procedures and working practices to prevent wherever possible, accidents, incidents and complaints from occurring. This is primarily achieved through risk assessment (Procedure BG1.3 QHEST Risk Assessment.)</p>	Responsible Manager	QHEST Risk Assessment
2.3	<p>Reporting is greatly encouraged as by eliminating minor faults we can avoid the causes of more serious events. A high reporting rate shows an open and well-managed system.</p>	Responsible Manager	
2.4	<p>Table 1 provides examples of incidents and the reporting route required for them.</p>	All personnel	
2.5	<p>Near Miss A near miss is an unplanned unwanted event that could have resulted in injury, ill health, pollution, damage, loss or statutory breaches (reportable to enforcing authorities). These are reported in accordance with procedure BG5.3 Near Miss Reporting.</p>	Information	Near Miss Report Form
2.6	<p>Incidents and Accidents - As well as the examples in Table 1, there are clearly defined legal requirements for the reporting of specific types of accident and dangerous occurrences to the HSE. A summary of incidents that require reporting is found on the HSE Website www.hse.gov.uk.</p>	Responsible Manager	Completed form F2508A / F2508
2.7	<p>All work-related accidents or incidents <u>must</u> be reported to line management on the same day as the accident or incident took place to be defined as a workplace event. Incidents are reported in accordance with the flow chart (see page 4).</p>	All personnel/ Responsible Supervisor/ Manager	IFS Database
2.8	<p>An investigation appropriate to the nature of the incident is carried out for all accidents, incidents and complaints. The amount of time given to the investigation should reflect the seriousness, or potential seriousness of the incident.</p>	Responsible Manager	IFS Database/ HSE form F2508 Internal Investigation report BG5.2c

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2.9	Investigations are carried out to determine the factual root cause(s) so that suitable and practicable controls can be put in place to prevent reoccurrence or prevent a more serious incident occurring. They are not carried out just to apportion blame onto someone.	Info	
2.10	It is a requirement of Brett that, following any significant and serious events (e.g. any lost time accident, chemical spillage) an investigation is carried out that is more detailed. Investigations into such events may be carried out with the benefit of legal advice at the discretion of senior management. Where legal advice is required it is sought prior to the commencement of the investigation.	Responsible Manager	IFS Database / HSE form F2508 Internal investigation report
2.11	Following any significant accident or incident an investigation team is established by the Business to produce an internal investigation report. This report is concise and where necessary should include relevant photographs. A member of senior management team for the business approves the report before it is submitted to the SHE Dept. <p>Note: Incident investigations can be used in Criminal or Civil Courts therefore avoid emotive and subjective comments, stick to the facts where possible, if evidence is based on hearsay this should be made obvious in the text. A good investigation can also help satisfy the regulatory authorities that we are in control of our processes and SHE management system and can prevent further action from them.</p>	Responsible Manager	IFS Database/ Internal investigation report
2.12	Any RIDDOR reportable incidents are reported directly to the HSE, within the given timeframe and copied to the Group SHE department.	Responsible Manager/ H&S Manager	Report form F2508
2.13	The reports of all incident investigations are copied to the Group SHE Department within 10 days of the incident occurring and 2 working days of the report being available as 'final draft', whichever is the sooner.	Responsible Manager	Internal Investigation report
2.14	For all RIDDOR reportable incidents the employee/contractor involved is subject to a Drugs and Alcohol test.	Responsible Manager	D&A Test
2.15	Accident and incident reports and investigations are analysed, and the Group are informed of relevant information including trends and key learning points. Analysis and learning points are discussed in the QHEST Management Review (BG6.3 Management Review).	SHE Department	Memo / Report
2.16	All investigations include a review of the appropriate risk assessment and associated procedures/work instructions as necessary. A note of the review is detailed on the risk assessment. Any change to a Procedure or Work Instruction is made in accordance with procedure BG2.4 Document Control.	Responsible Manager	Risk Assessment

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2	Procedure	Responsible Person	Record
2.17	<p>BG5.2b Brett Group Health and Safety Statistics data sheet is completed by each business and submitted to the SHE Dept. by the end of the first full week of each month.</p> <p>The form details the health and safety data for each business including the number of:</p> <ul style="list-style-type: none"> • RIDDOR's (direct and indirect) • Lost time injuries • Lost time working days • Incidents and accidents • Medical treatment cases • Restricted work cases • Regulator visits/enforcements • Near miss submissions • Alive & Well submissions • Contractor Avetta accredited or Brett preferred 	SHE Administrators	Form BG5.2b

Reference Documents

1. Reporting of Injuries and Dangerous Occurrence Regulations
2. HSE Combined Reporting Pad F2508A (Disease)
3. HSE Combined Reporting Pad F2508 (Injury or Dangerous Occurrence)
4. BG5.3 Near Miss Reporting
5. BG1.3 QHEST Risk Assessment
6. GN22 Guidelines for Near Miss Reporting
7. GN28 Guidelines for Drugs and Alcohol Testing
8. GN4 Guidelines for Incident Investigation
9. BG5.4 Managing Injury Absence
10. GN56 Guidance for Crisis Management

INCIDENT REPORTING

Flow chart on page 4 covers key tasks and reporting to be followed for each incident or learning event in the Brett Group.

Learning event is taken to mean an unplanned event with negative consequences which could in a reasonably foreseeable repetition cause significant injury, environmental damage or other loss.

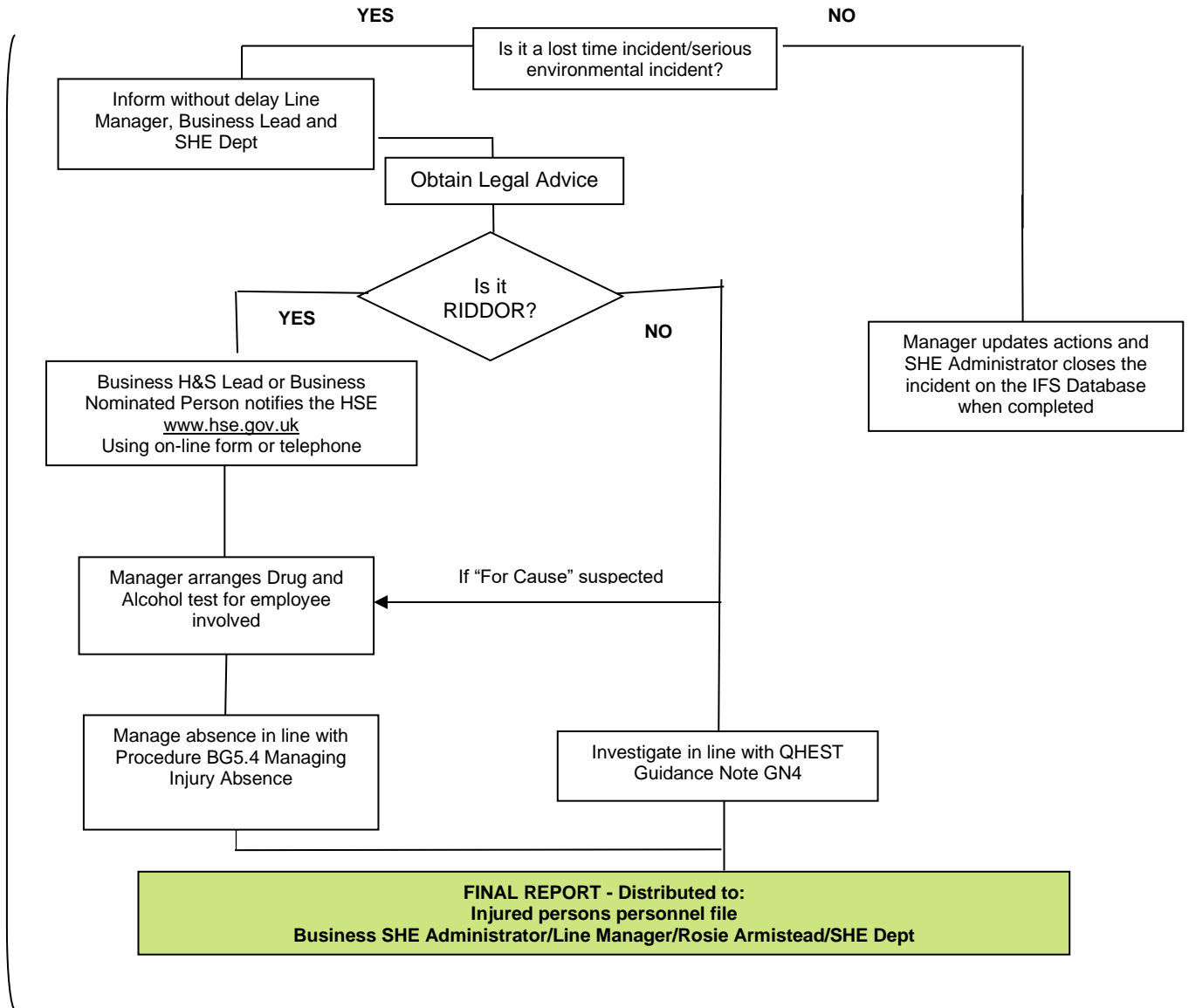
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INCIDENT OCCURS

Details are reported to supervisor/line manager on the same day and an entry is made on the IFS database with details of actions that should be taken to prevent recurrence.

10 days

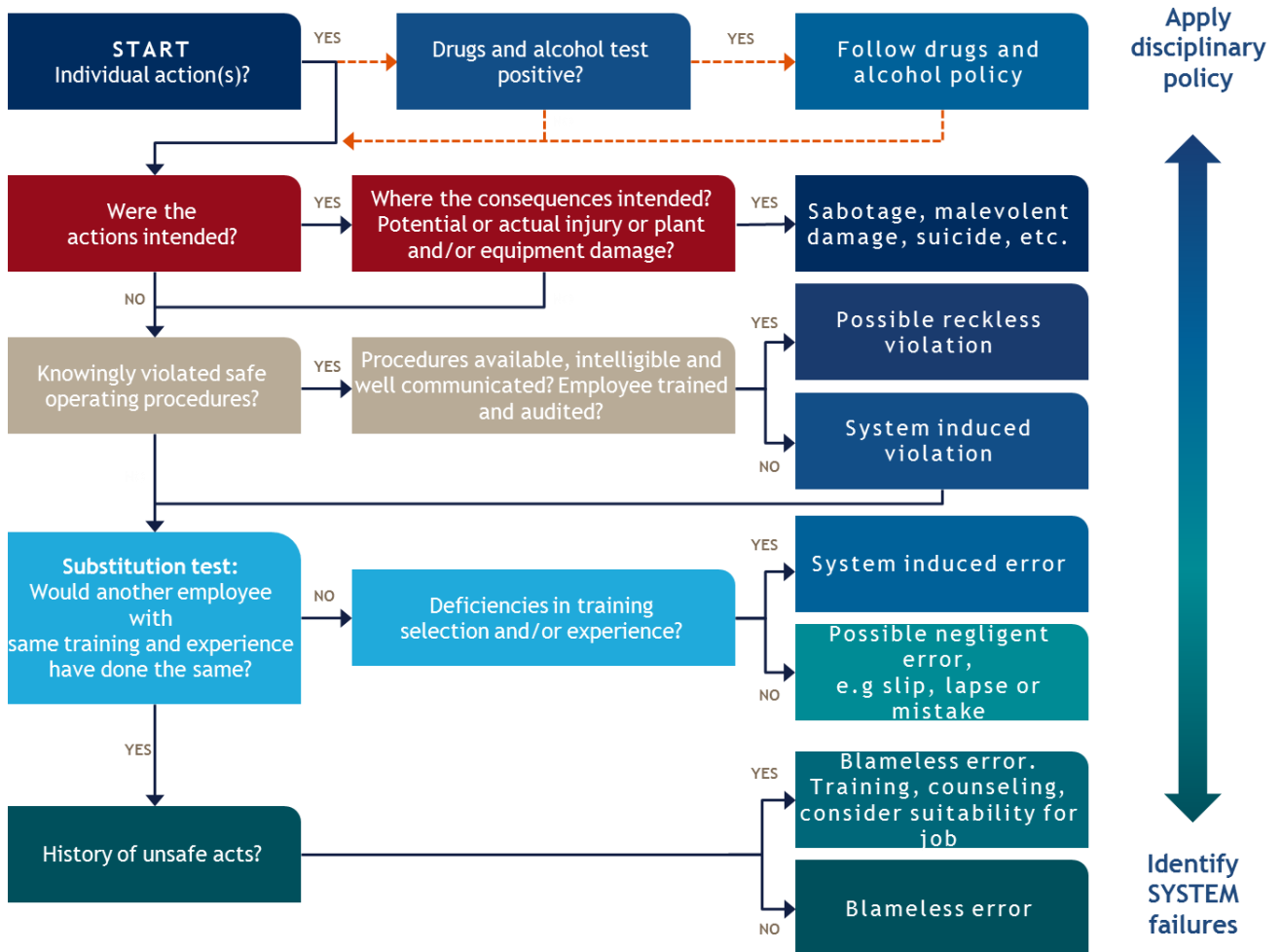


* Lost time is a full shift or more off work
 ** For accidents resulting in the over-seven-day incapacitation of a worker, you must notify the HSE within 15 days of the incident, using the appropriate online form.

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Just Culture Model



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Table 1

	Near Misses	Incidents	Significant Incidents
Definition	Something that could have happened but didn't, it "nearly happened" and has the potential to cause environmental damage, pollution, injury, loss or cost. E.g. Unsafe plant, equipment, substances, unsafe behaviour, working practice, procedure or situation	Something that has happened and involves environmental damage or pollution, injury, loss, cost in clean up or management time.	An actual or potential occurrence that may interfere or threaten the site's licence to operate and/or has the possibility of enforcement by regulatory body e.g. EA or HSE. RIDDOR Reportable Injuries, Dangerous Occurrence. Lost Time Injuries Carried out under Legal Privilege
Environment	Unsafe storage or handling of hazardous chemicals e.g. mixing of hazardous substances, insufficient bunding, no drip trays	Spillage of hazardous chemical not contained, some off-site pollution e.g. entered drain, overflow kerbing to neighbouring land	Uncontrolled release from site leading to breach of consent e.g. in discharging to river, water course, surface water drains or foul sewer
	Any spillage of hazardous chemicals where no pollution caused e.g. fuel, lube, admixture, acid		
	Excessive mud on haul road which could reach public road	Mud detected on public road potential breach of licence condition	Issue of an improvement notice, prohibition order or initiation of a similar legal process.
	Informal discussion with member of public, neighbour identify potential issue	Complaint received to site about environmental issue e.g. noise, odour, mud on highway etc. Member of the public advising or threatening they will contact Police, EA, EHO or press relating to an environmental issue	Member of the public having made a formal complaint to Police, EA, EHO or press relating to an environmental issue
	Vehicle unsheeted which could result in spillage / emissions to air	Spillage of material on public road	Spillage of material on public road identified by EA and notice issued
	Routine visit of EA or EHO verbal note of improvement made	After any routine visit where follow up action is notified or considered possible e.g. score of 1 or above on EA inspection form	Formal notification of a breach of consent or possible legal proceedings
	Observation of small dust release on operation of valve, small build up	Any non-routine visits of EA or EHO where issue is discussed or identified Failure of valve produce on site dust release, not required to report to EA or EHO Submission of a Schedule 6 notice to the EA under a PPC permit.	Any non-routine visit of EA or EHO where further investigation is a possibility then a report should be made Significant dust cloud arising from an uncontrolled release crossing site perimeter e.g. failure of a silo. Permit requires report to EA or EHO
Safety	Unsafe plant, equipment, substances, unsafe behaviour, working practice, procedure or situation that had the potential to cause damage loss or injury.	Non-Lost time injury	Lost time injury (at least one full shift of lost time)
	Incorrect storage, labelling and handling of Haz Chem.	Minor first aid injury	Fatal accident
	Guarding removed	Cut sustained from moving machinery minor first aid required.	Enforcement or Prohibition Notices
	Bottom step on access to shovel broken	Injury sustained causing person to be unable to continue working that day but returning to work the following day	Broken Ankle.
	Mud on site road potential to reach public road	Vehicle skid on public road no damage sustained. Complaint by driver.	Mud on highway cause RTA
	No safety spectacles available in workshop	Particulate in eye first aid treatment administered removed by washing in eye bath	Partial loss of sight in eye through particulate
	Electrical wires exposed	Exposed wires cause short circuit / sparking	Electrical short circuit causes fire or explosion
Occupational Health	No dust-masks available in workshop	Dust inhaled and caused coughing mild irritation	Long term lung damage identified
	Employee handling haz-chem without appropriate impervious gloves	Skin contact result in mild irritation washed away with clean water	Dermatitis caused by contact with hazardous chemical.
	Awkward positioning of desk workspace		Long term musculo skeletal damage, DVT
	Incorrect use of vibrating hand tool		Permanent loss of feeling in fingers, HAVs diagnosed
	Improper handling of bags of aggregate, knee use to nudge sack when filling		Long term damage to knee attributed to working practice
REPORT	Near Miss Form/Database entry	Database entry	Database entry + Investigation