Incident Investigation & Reporting

ISO 45001:2018

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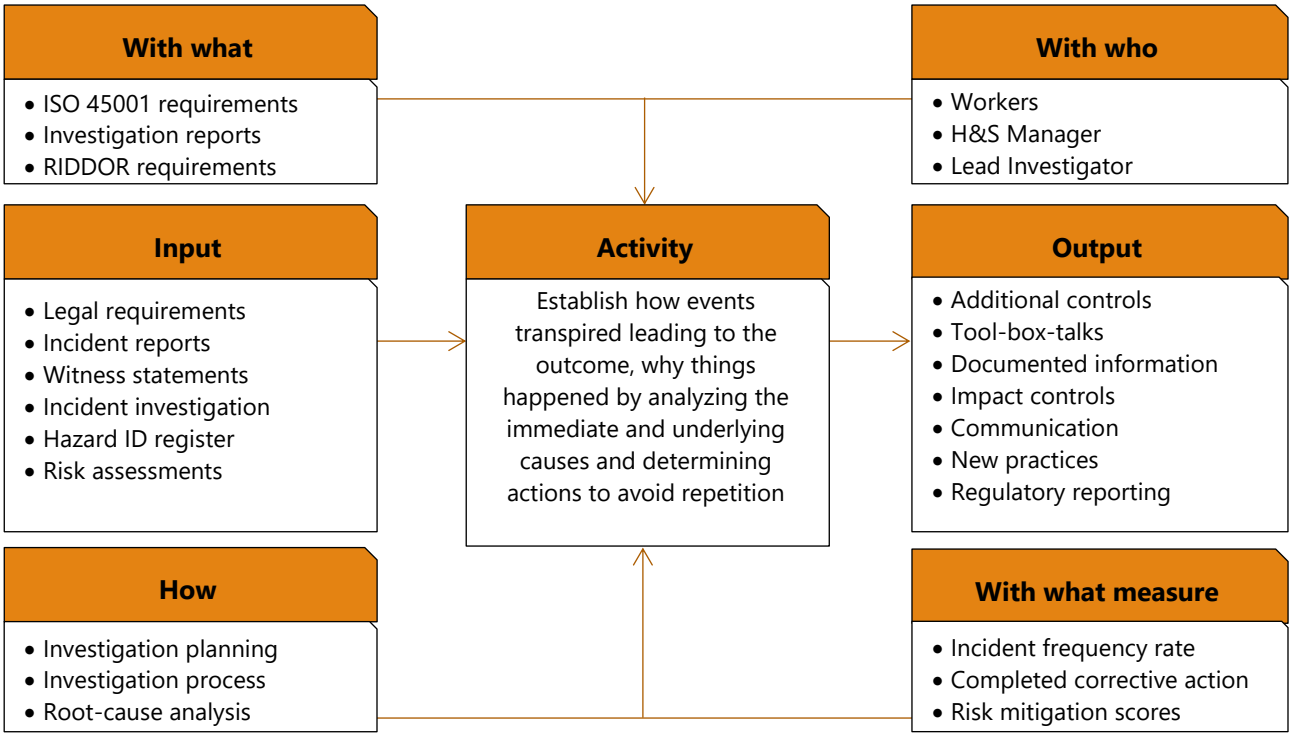
1 Procedure

1.1 Introduction & Purpose

This procedure outlines your organization's methodology for establishing the processes required for an effective incident and near-miss response programme, which methodically examines all undesired events that have or could have resulted in physical harm to interested parties or damaged property. Any resulting investigation intends to establish the facts and circumstances related to the event to determine the root-cause and develop remedial action to control the risk.

1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the incident investigation process:



1.1.2 References

Standard	Title	Description
ISO 45002-1:2018	Occupational health and safety	Guidance on managing occupational health
ISO 45001:2018	OH&S management systems	Requirements
ISO 45001:2018-03	Occupational health and safety	Amendment 1 Climate action changes 2024-02
ISO 19011:2018	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

Term	Definition
Incident	A work-related event in which an adverse event has occurred or could have occurred
Near miss	An incident, under different circumstances, could have caused injury, illness, or damage
First aid case	A minor injury; scratch, cut, burn, etc. that can be treated by first aider or equivalent
Medical treatment	An injury or illness that requires treatment by a healthcare professional
Lost time injury	An injury or illness prevents a person from doing work for 1 to 3 days after the incident
Fatality	A death resulting from a work-related injury or occupational illness

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4. Name, department, and telephone number of the caller.

The injured person should not be moved unless his location exposes him to further risk of injury. The general approach to a seriously injured person is to render comfort and only treatment that is necessary to preserve life until trained medical help arrives.

After the incident, details should be given to the attending emergency services personnel in order to assist them in follow-up action.

1.4.2 Preserve the Incident Scene

Preserving the incident scene enables the collection of evidence to ensure the outcomes of the investigation are factual and enables the identification of causes.

In the case of a notifiable or high potential incident, the first person aware or any other worker involved must facilitate events at the incident scene so that equipment, plant, process, machinery, or other associated plant connected with the incident are not disturbed without the permission of the Line Manager or Supervisor.

1.4.3 Internal Reporting

Incident reporting is done through the use of your organization's accident book, as well as incident reporting and investigation forms. All Line Managers and Supervisors must use these forms, which must be forwarded and progressed by the H&S Manager. All incidents must be reported:

1. The witnesses or the person involved in an incident or near miss must complete the *Incident Report Form* and report to the Supervisor or management within 24 hours;
2. The responsible manager will report the injury to the insurer or enforcing authority (if applicable) within the statutory reporting timeframes;
3. The H&S Manager, in consultation with Supervisors and workers, will ensure immediate interim action is taken as required to minimize risk within the workplace;
4. The Lead Investigator investigates the incident and reviews any concerns that are raised using the *Incident Investigation Form*. The level of investigation is determined at this stage;
5. The Lead Investigator carries out necessary interviews and reviews documentation (within the investigation team – if a full investigation is warranted);
6. The Line Managers or Supervisors complete the final section of the *Incident Investigation Form*;
7. The Supervisors complete the necessary risk management documentation;
8. Corrective actions are implemented according to the risk action plan;
9. All documentation must be kept on file for easy access and retrieval if required;
10. All incidents are reviewed by Top management and the H&S Manager regularly.

The injured person (after treatment by a first aider or other medical agency) or the people involved complete the appropriate sections of the Injury or Incident Report Form and pass it to the team leader for immediate investigation. This must occur within the same shift or work period during which the incident happened.

Where witnesses to the accident/incident are available, the Line Manager or Supervisor will ensure that statements are taken from those who saw what happened. This must be done as soon as possible after the event, within the same shift, consistent with returning the scene to a position of safety, where possible, in order to capture details of what happened before hearsay or speculation becomes involved.

Regular reporting is necessary to inform and provide assurance to Top management and other key stakeholders that incidents and near misses are being appropriately captured. Reporting is based on trends and current data captured from the *Incident Report Form*.

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