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ISO 45001:2018

Incident Reporting & Investigation Procedure

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Approval

The signatures below certify that this health and safety management system procedure has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

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Prepared by				
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Approved by				

Amendment Record

This procedure is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given below:

Page No.	Context	Revision	Date

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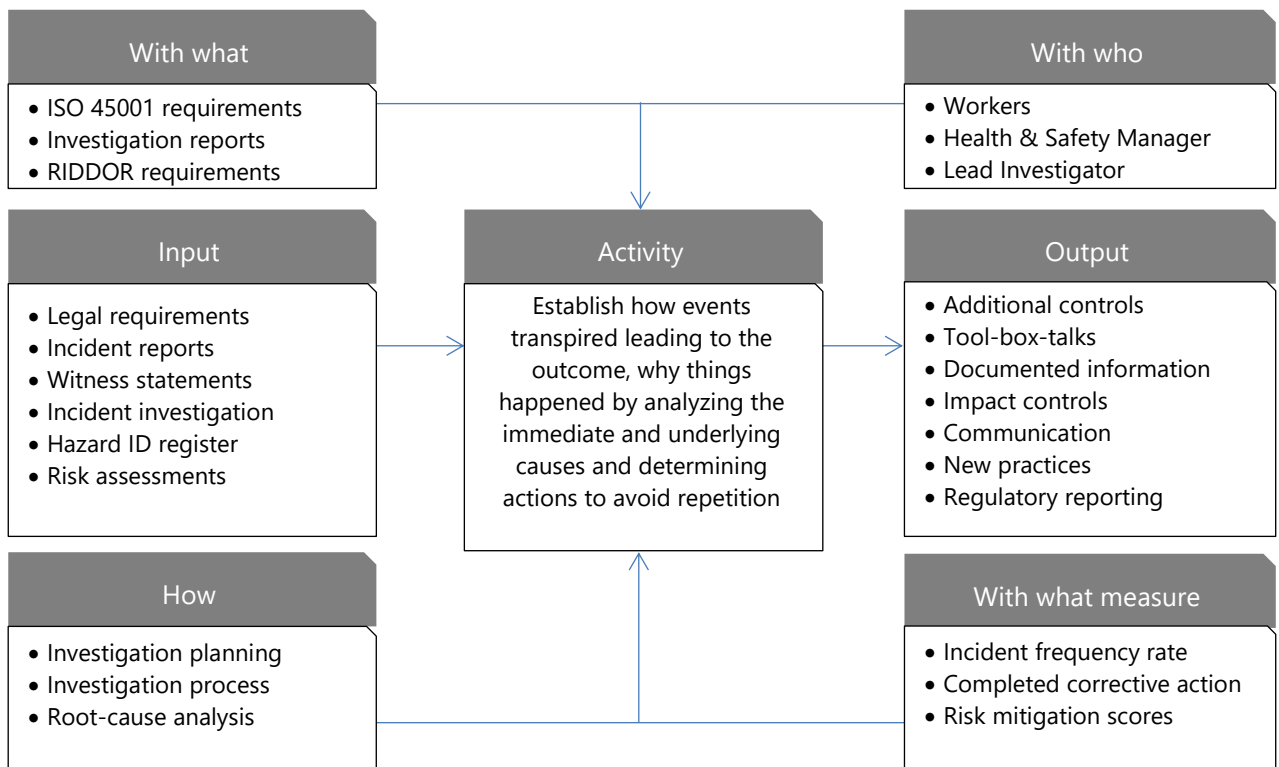
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1 Incident Reporting & Investigation

1.1 Introduction & Purpose

The purpose of this procedure is to outline *your organization's* methodology to 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 result in damage to property. The intent of any resulting investigation is to establish the facts and circumstances related to the event in order to determine the root-cause and develop remedial action to control the risk.

1.1.1 Process Turtle Diagram



1.1.2 References

Standard	Title	ISO Clauses	Manual Sections
BS EN ISO 45001	OH&S management system requirements	10.2	10.2.1
BS EN ISO 45002-1	Guidance on managing occupational health	10.1	

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 health care 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

1.2 Application & Scope

The scope of this procedure applies to all incidents that are associated with current health and safety requirements. This procedure is applied when taking action to investigate and mitigate the causes and consequences arising from incidents and includes the initiation and completion of corrective actions and confirmation of the effectiveness of actions taken. This procedure requires that all proposed corrective action is reviewed through the risk assessment process prior to implementation.

1.3 Responsibilities

Top management are responsible for:

1. Promoting a continuous improvement culture by facilitating processes to investigate incidents that view human errors, process failure or component failure as an opportunity to learn;
2. Reviewing findings from investigation reports to ensure as far as reasonably practical that recommendations are appropriate and adequately address improvements to the identified risk(s);
3. Reviewing and approving the classification of High Potential Incidents in consultation with relevant managers or subject matter experts;
4. Allocating appropriate resources to investigate assigned incidents within designated timeframes;
5. Approving investigation report findings within their area of responsibility.

Line Managers and **Supervisors** are responsible for:

1. Where a notifiable or high potential incident has occurred, ensure as far as reasonably practical that the incident scene is preserved and any emergency response taken to control the incident is documented;
2. Supporting affected personnel and prevent reoccurrence following an incident;
3. Participating and actively contribute to the investigation process as required;
4. Providing workers involved in the incident or investigation processes with support as required;
5. Communicating information in relation to key learning's to staff and actions identified through incident investigations.

The **Lead Investigator** is responsible for:

1. Conducting and leading the investigation in accordance with this procedure;
2. Leading the investigation to determine the immediate and underlying causes;
3. Compiling the investigation report using the template;
4. Reviewing documented recommendations with the relevant Line Manager/Supervisor so that all are accepted and agreed to by the relevant parties;
5. Submitting the investigation report within the allocated timeframe;
6. Recording investigation outcomes to enable the analysis of incidents, contributing factors, corrective actions and effective risk analysis;
7. Reporting findings as relevant.

Workers are responsible for:

1. Participating in incident investigations;
2. Cooperating and assisting with implementation of improvement actions ensuing from investigations.