



# Pannier Corporation

## Health and Safety Handbook

### Marking System Group



#### Incident Investigation and Reporting

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#### PURPOSE

To assure that Managers and Supervisors at all levels understand their responsibility and accountability for the safety of individuals under their supervision. Managers and Supervisors are responsible for reporting and investigating all reported incidents.

#### ACCOUNTABILITY

While individual safety is a shared responsibility between employees and management/supervision, all levels of Management and Supervision shall make accident and injury prevention a matter of prime concern.

#### IF AN ACCIDENT OCCURS

An employee injured while performing his or her job, no matter how slight the injury, must report the injury immediately to his or her supervisor. Pannier will endeavor to assist the employee in obtaining appropriate medical aid. In the event an employee requires emergency care, the employee must advise his or her supervisor of allergies to any medication, any chemicals and/or insect bites.

#### TRAINING

The accident investigation team will be trained in their rolls and responsibilities for incident response and incident investigation techniques.

Training requirements relative to incident investigation and reporting are as follows:

- First Responder – Secure the incident scene, get medical attention for injured employees if required.
- Awareness – Be aware of the facts involved in how the incident occurred.
- Investigate – by interviewing all parties involved or witnessed the accident and review the process involved.

#### EQUIPMENT

Have available tools needed to perform a complete investigation, such as, pens/paper, Report Forms, measuring equipment, camera, audio recorder, and any other equipment deemed necessary.

#### INCIDENT INVESTIGATION

All incidents will be investigated, the extent of the investigation shall reflect the seriousness of the incident utilizing a root cause analysis process. This procedure will be used and followed by the Accident Investigation Team. When required incidents will be verbally reported to OSHA within 8 hours of their discovery. Incidents will also be reported to the owner client, as soon as possible, but no later than 24 hours of the incident.

#### WHOM TO INTERVIEW

1. The person or people involved in the accident
2. Anyone who witnessed the accident
3. Anyone who may know the job or process involved in the accident

#### WHEN TO INTERVIEW



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As soon as possible after the accident. The injured person or people must receive treatment before they are interviewed. Too long a delay, however, may result in people forgetting some of the details of the accident.

#### WHERE TO INTERVIEW

At or near the accident site. If this is not possible, photos or sketches of the area may be used during the interview. *Provide privacy for the interview. Interview only one person at a time.*

#### STEPS TO CONDUCTING AN INTERVIEW

1. **Put the employee at ease.** Never be intimidating and be sure to explain that you are FACT-finding, not FAULT-finding. Explain that you will take notes if they do not object. If they prefer that you not take notes, wait until after the interview to jot down any pertinent information.
2. **Ask the employee to describe the accident.** Don't interrupt with questions or comments unless absolutely necessary. Be a good listener.
3. **Ask questions to clarify.** After the employee is done with his or her description of the accident, ask questions to clarify any point and to fill in any missing details. A few tips on asking questions are:
  - a. ask one question at a time
  - b. make questions as simple as possible
  - c. don't ask leading questions or questions that can answered "yes" or "no"
  - d. don't ask "Why did you do it?" Instead, ask for facts, such as what the person was doing at the time, and how
  - e. don't argue with the person for any reason
  - f. ask straightforward questions, never "tricky" ones
4. **Repeat what you heard.** Repeat the story to make sure you understood what the person said, and go over each major point. This gives the person a chance to correct anything you may have misunderstood.
5. **Ask for ideas to prevent recurrence.** Get the employee's ideas and opinions for any corrective actions needed. This can give you valuable input and shows you are sincere about accident prevention.
6. **Thank the employee.** Express sincere thanks and ask the person to contact you at any time if they remember anything they want to add to their account of the accident.

All evidence including, employee statement, witness statements, photographs, equipment involved, environmental factors such as weather, illumination, temperature, noise, ventilation, etc. shall be collected and secured until the investigation is completed.

*Accident Investigation Team*

*Personnel*



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The following people should be involved in accident investigation:

- Safety Administrator
- Department Supervisor

***Responsibilities***

The aforementioned personnel will be responsible for investigating accidents that involve injury to any employee. The Accident Investigation Team will prepare a written incident report including a detailed narrative statement concerning the events. The report will include an introduction, methodology, summary of the incident, the names of the team members, narrative of the event, findings and recommendations. Photographs, witness statements, equipment involved, etc. will be included with the report.

The Safety Administrator will receive the accident report after it has been filed with the insurance company. Both people noted above will then take every step necessary to determine the root cause of the accident and take corrective action when applicable and and review lessons learned will all Managers and Supervisors.

The Safety Administrator will be responsible to report any serious injuries to OSHA within 8 hours of their discovery when required by law. He will also be responsible to report all injuries to top management within 24 hours.

**Record Keeping**

When the reporting procedure and accident investigation procedure are completed and all recommendations have been filed, copies of the Accident Investigation Form will be given to the Plant Manager and Human Resources.