

Reference	IMS POL 01
Version	1.0
Issue Date	04/07/2016
Created by	CAW Consultancy
Approved by	GUARDIAN FM

## INCIDENT REPORTING PROCEDURE

### **Purpose**

To ensure compliance with Guardian FM policies and regulatory requirements relating to the reporting, investigation and correction of incidents.

To collect accurate data for incident and injury prevention.

### **Scope**

The following procedure applies to incidents related to any employee, contractor, student or visitor of any Guardian FM site/Location:

- whilst present in any building or facility or on any ground owned, occupied or managed by the Guardian FM; or
- in the course of, or as a result of, any occupational, educational, commercial, or Guardian FM - endorsed activity, whatever its location.

### **Definitions**

**Incident** : means any unplanned event within the scope of this procedure that causes, or has the potential to cause, an injury or illness and/or damage to equipment, buildings, plant or the natural environment. Incidents range from near-miss incidents to serious incidents and emergencies.

**Serious Incident:** means an incident which results in:

- the death of any person; or
- a person requiring medical treatment within 48 hours of being exposed to a substance; or
- a person requiring immediate hospital treatment as an in-patient in a hospital; or
- a person requiring immediate medical treatment for:
  - amputation ;
  - serious head injury;
  - serious eye injury;
  - separation of skin from underlying tissue (for example de-gloving or scalping);
  - electric shock;
  - spinal injuries;
  - loss of bodily function; or
  - serious laceration.

It also includes dangerous occurrences which seriously endanger the lives or the health and safety of people in the immediate vicinity. Such dangerous occurrences include:

- collapse, overturning, failure or malfunction of, or damage to, items of plant such as cranes, scaffolds, boilers etc.;

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- collapse or failure of an excavation or the shoring support of an excavation;
- collapse of a building or structure;
- implosion, explosion or fire;
- escape, spillage or leakage of substances.

**Injury or illness:** covers any injury or illness incurred by any person whilst present on grounds of the Guardian FM, and any illness which is thought to be in some way related to the Guardian FM. It includes the recurrence or aggravation of any pre-existing injury or illness.

**Very Minor Injury or Illness:** means an injury or illness that only causes discomfort or short-term pain, has no lasting effect, has no foreseeable potential to worsen, and was caused by trivial and isolated causes. Typical examples include paper cuts, small bumps and bruises, minor scratches, temporary headaches or indispositions, etc.

**Guardian FM contact :** means any employee of the Guardian FM who organizes or supervises the presence of contractors or visitors on Guardian FM grounds.

## Actions

### General Incident Reporting Requirements

**Employees, students, contractors and visitors must report all incidents (as defined) as soon as possible:**

- employees must report incidents to their Supervisor/Manager and Health and Safety Representative;
- contractors and visitors must report them to their Guardian FM contact;
- any members of the public (Must at all times protect the public)

Supervisors, Managers, Guardian FM contacts, and Employee's to whom an incident has been reported must follow the instructions shown in the following sub-sections.

### Serious Incidents

- During business hours, immediately contact the on duty manager
- after hours or if nobody within the duty manager can be contacted, every effort should be made to contact the Director
- send a completed *Injury Report* to the duty manager within 24 hours of the incident.

### All Injuries and Illnesses other than Very Minor

- Ensure that the injured person has been cared for in accordance with QMS
- advise a member of the *Duty Manager* within one working day preferably by faxing Part 1 of the *Injury Report* to head office of the basic details of the incident; and
- ensure that an *Injury Report* is completed, signed and forwarded to the *Duty manager* within five working days of the initial report. (Note: the original, hard-copy report must be sent with all required signatures. Unsigned documents, copies and emailed attachments are not acceptable.)

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In summary, the sequence for completing *Injury Report* forms is as follows:

1. Initial verbal report by injured person to Supervisor/Manager etc.
2. Supervisor/Manager ensures that part 1 of form is completed, preferably by injured person, and supplies a copy of Part 1 to Duty manager within 1 working day of initial verbal report.
3. Supervisor/Manager investigates circumstances and contributing factors of injury, and recommends corrective actions in part 2 of form.
4. Guardian FM review parts 1 and 2 of form and amend or endorse proposed corrective actions. Sign, file copy, forward form to Duty manager within 5 working days of the initial verbal report.
5. Duty manager sign part 3 of form for employees and serious injuries to students. Send copy to injured person.

#### Very Minor Injuries and Illnesses

Organize prompt first-aid treatment (if available).

#### Near-Miss Incidents with Potential to be Serious

Complete a *Hazard/Near-Miss Report* within 2 working days of the initial report.

#### Responsibilities

**All employees, students, contractors and visitors are responsible for the initial report of incidents.**

Supervisors, Managers, Guardian FM contacts and Employee's are responsible for:

- informing their staff, public, contractors and visitors of the need to report incidents promptly;
- ensuring that *Injury Report* forms are easily accessible to all their staff; and
- complying with this procedure for incidents reported to them.

#### Director:

- maintaining and updating this procedure as required;
- publicizing the existence of this procedure to the Guardian FM community;
- developing and delivering the training required by Supervisors, Managers and Guardian FM to fulfill the role assigned to them in this procedure;
- assisting Supervisors and Managers in complying with this procedure;
- maintaining the Guardian FM 's Register of Injuries as required
- assisting in the investigation of serious incidents; and
- maintaining the records required by legislation in relation to serious incidents.

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## Policy Base

- QMS

## Associated Documents

- *Incident Management Procédure*

## Forms

- Bomb Threat Checklist
- First Aid Order Form
- First Aid Report
- Hazard/Near Miss Report
- Injury Report Form
- Guardian FM First Aider Nomination Form