



## INCIDENT INVESTIGATION PROGRAM

### PURPOSE

One of the principal purposes of incident investigation is to obtain information that will be of help in the prevention of future incidents. Nearly every incident offers the possibility of preventing another incident sometime in the future. In other words, it is of great advantage to examine each incident, to establish the true cause(s) and to correct the situation as soon as possible. The purpose of incident investigation is FACT FINDING, not FAULT FINDING.

### INCIDENT INVESTIGATIONS

All incidents are important regardless of whether or not they resulted in injury and/or property damage, and all incidents should be investigated. This includes the so-call "Near Miss" cases in which injury or damage could have resulted but did not.

The Service Manager must be notified immediately of all work related incidents. The Service Manager will conduct an investigation with the assistance of the Safety Manager and work with on-site customer contact to ensure the investigation meets their standards as well as those of Tate Engineering Systems.

Incident investigations should begin the moment it is known that an incident has occurred. The passage of time tends to erase and color the facts surrounding an incident. Key witnesses may leave the scene. The incident area will be "cleaned up", destroying physical evidence. Employees who know that they have done something wrong will take advantage of a delay to cover up their actions. A delay of only a few hours may permit evidence to be removed, destroyed or forgotten. Preserve the scene to prevent material evidence from being removed or altered; investigators can use cones, tape, and/or guards.

The on-site foreman and Service Manager should be responsible for conducting the initial incident investigation. The Tate Safety Manager may also arrive on-site to work with the client Safety Manager to assist in the investigation. The investigation must answer basic questions about the incident: Who? What? When? Where? And, why? Pictures are your best evidence and you cannot take too many, from every angle, close up, far away of the injured or damaged persons and property. Try to set up the situation and take pictures as a chain of events that lead to the incident.

How we approach people to make the investigation will often determine the amount of information we receive and the success or failure of the investigation. Fault finding or trying to fix blame or giving this impression will accomplish very little toward obtaining the information that a thorough investigation requires.

One of the most important words in the fact-finding process of incident investigation is the word "**Why?**" The Investigator must determine "why" an unsafe act was performed and/or "why" an unsafe condition existed. The Investigator must then take the crucial next step and determine "why" the condition or act was allowed to occur. In other words, an incident often has multiple causes. The primary cause is often a failure on the part of the employee who did something wrong. The Investigator is required to look beyond that and find the underlying cause. Determining all causes will assist Tate Engineering Systems in analyzing the incident and help in pinpointing areas where weaknesses exist and where efforts should be concentrated to reduce those exposures.



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### INCIDENT INVESTIGATION FORM

An investigation form must be used by the individual performing the investigation. All parts of the form must be completed, mark NA for information not applicable, such as NA there were no witnesses. A properly completed Incident Investigation Form will provide the information to be analyzed by senior management to understand the incident and make recommendations for corrective action.

In addition to the Incident Investigation Form, the Investigator must use WITNESS STATEMENT FORMS to document information provided by other parties who witnessed the incident. This may be done with assistance of their supervisors. Documenting their observations as quickly as possible is essential to understanding contributing factors to the incident.

### REPORTING REQUIREMENTS

Employees are required to report all injuries, no matter how small, to their supervisor immediately. The supervisor in turn must notify the appropriate senior management and the Safety Manager immediately. Prompt response to an incident is critical in providing the right medical treatment and pursuing the investigation, mitigating damage and assuring that there is little or no lost time.

Management is concerned about incidents that may cause injury to our employees, and they are also concerned with communicating the cause of the incident to all employees and to instruct all employees on the preventative measures that the Company and employees must take in the future to avoid similar incidents. Serious incidents are to be reported according to both corporate and OSHA requirements. For any work-related incident that results in inpatient hospitalization, amputation, or eye loss Tate must report the incident within 8 hours of learning about it to OSHA.

### OSHA STANDARD

**You must orally report the fatality/hospitalization/Amputation/loss of eye by telephone or in person to the Area Office of the Occupational Safety and Health Administration (OSHA), U.S. Department of Labor, that is nearest to the site of the incident. You may also use the OSHA toll-free central telephone number, 1-800-321-OSHA (1-800-321-6742)."**

Incidents that occur at a client site must be reported to the client as soon as possible or in a timely manner (within 24 hours of incident). If you are a witness to an incident you may be asked to participate in an investigation. If you are injured in an incident that the client is at fault, you may also participate in the client's investigation.

### INCIDENT INVESTIGATION TOOLS

Incident Investigation documents should be completed as soon as possible after an incident, or when the employee is medically able to report. Secure the site of the incident with flags and barriers. Using your company issued cell phone, take multiple pictures of the incident location from all angles, from close up and far away, pictures of equipment involved should all be included before cleanup or any alteration of the site. Pictures of the bodily injury should also be taken.



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Equipment that may assist in providing accurate information about the incident site may also include: measurements of distances from item/tool/equipment that caused incident to person that was injured, use tape measures and rulers. You can diagram these on the Incident Investigation Form. You may also include audio/video recording of witnesses to the incident, save all PPE worn at the time of incident, and secure and provide any equipment manuals, SOPs, or completed JSA on the process being completed, etc.

Initial identification of all evidence immediately following the incident is crucial to understand the cause. When completing an Incident Investigation form, list the names of people, equipment, and materials involved and any environmental factors such as weather, illumination, temperature, noise, ventilation, that were present at the time. Document any physical factors that may have contributed such as employee fatigue, health conditions, or stress levels of all persons involved in incident.

### TRAINING / RESOURCES

The Safety Manager will provide guidance to the on-site Service Managers and on-site foremen on how to conduct effective incident investigations. The Safety Manager must be involved and assist in the investigation of serious or potentially serious incidents.

### CORRECTIVE ACTIONS

The benefits of incident investigation are numerous. The most obvious is that the investigation allows us to correct the unsafe acts and/or unsafe conditions that were the immediate cause of the incident. Beyond this, the investigation allows us to identify the deficiencies that led to the incident and to strengthen our safety program.

The Safety Manager will assist in analyzing the causes of the incident, developing methods of preventing similar incidents, and making those methods a permanent part of the Safety Program.