

# Incident Management

## Incident Reporting.

All incidents or near miss incidents occurring in the workplace involving any worker (includes employees and contractors), or other persons (clients, patrons, pedestrians and visitors) shall be reported and recorded in the incident register.

The categories below determine when an investigation will be conducted.

Category	Example	Action
<b>Minor: Category 1</b>	Scratches, small shallow cuts, bee stings, slight bruise.	Report only. No investigation required.
<b>Moderate: Category 2</b>	Cuts, sprains and strains, small burns.	Report and investigate. Advise management within 48 hours.
<b>Serious and /or Notifiable Event: Category 3</b>	Injured person needs off-site medical treatment (A&E Clinic) or is likely to be admitted to hospital. Suspected bone fractures, temporary loss of consciousness (not illness), serious bleeding, electrocution, etc.	Report and investigate. Advise management immediately.

All moderate and serious accidents shall be investigated by management or delegated person. Each investigation shall follow the steps outlined below:

- i. Obtain all the facts pertaining to the incident.
- ii. Identify all the hazards involved and identify the cause of the incident.
- iii. Establish a timeframe for completion of investigation.
- iv. Assess the current hazard controls in place.
- v. Decide on any future actions e.g. elimination, minimisation.
- vi. Inform all workers affected and raise at the health and meeting(s).
- vii. Complete Incident Investigation Form.
- viii. Summarise in the Incident Register.
- ix. Work must not resume until the issues have been resolved and site has been cleared of hazards.

This information is kept as data and allows City Locksmiths Ltd to monitor and assess trends and put in place mechanisms to manage them as necessary.

All Incident Reports categorised as Moderate are to be forwarded to the Directors within 48 hours.

## Serious Incidents.

All Serious Incidents must be notified to the Director via the Health and Safety Coordinator, manager or delegated person immediately.

All Serious incidents require immediate response. See below.

## Notifiable Event.

Notifiable events fall into 3 categories: someone dies; someone has a notifiable injury or illness; something happens that is a notifiable incident.

## Someone dies.

If someone dies and it's related in any way to work, you will need notify Worksafe NZ as soon as possible.

**Notifiable Injury or Illness.**

These types of injuries and illnesses are serious enough to need immediate treatment other than onsite first aid. A notifiable injury or illness usually means that the person involved has been admitted to hospital. When a notifiable injury or illness occurs, once the person involved has been treated, Worksafe NZ must be notified as soon as possible, by the fastest means possible. This usually means by telephone.

Examples of Notifiable Injuries and Illnesses are:

<ul style="list-style-type: none"> <li>- a serious laceration.</li> <li>- the loss of a bodily function.</li> <li>- a spinal injury.</li> <li>- the separation of his or her skin from an underlying tissue (degloving).</li> </ul>	<ul style="list-style-type: none"> <li>- a serious burn, eye, or head injury.</li> <li>- amputation of any body part.</li> <li>- any serious infection that requires medical attention within 48 hours of exposure.</li> </ul>
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**Notifiable Incidents are:**

Notifiable incidents are when an accident or incident happens, whether it's with a piece of gear or someone not doing something right or another reason, and as a result someone is exposed to a really big and serious risk where they could be hurt badly or catch something nasty.

Notifiable Incident examples:

<ul style="list-style-type: none"> <li>- an escape, spillage, or leakage of a substance</li> <li>- an implosion, explosion, or fire</li> <li>- an escape of gas, steam, or pressurised substance</li> <li>- an electric shock</li> <li>- the fall or release from a height of any plant, substance, or thing</li> <li>- the collapse or partial collapse of a structure</li> </ul>	<ul style="list-style-type: none"> <li>- the collapse or failure of an excavation</li> <li>- the inrush of water, mud, or gas in workings or the interruption of the main system of ventilation in an underground excavation or tunnel</li> <li>- a collision between 2 vessels, vessel capsized, or the inrush of water into a vessel</li> </ul>
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**Action Required.**

The Regulator (WorkSafe) must be informed of notifiable injury or events by calling **0800 030 040**. This requirement must be done as soon as is reasonably practicable.

*Tip: A Notifiable injury is generally serious enough to need immediate treatment other than first aid.*

You will need to provide Worksafe with the following basic information:

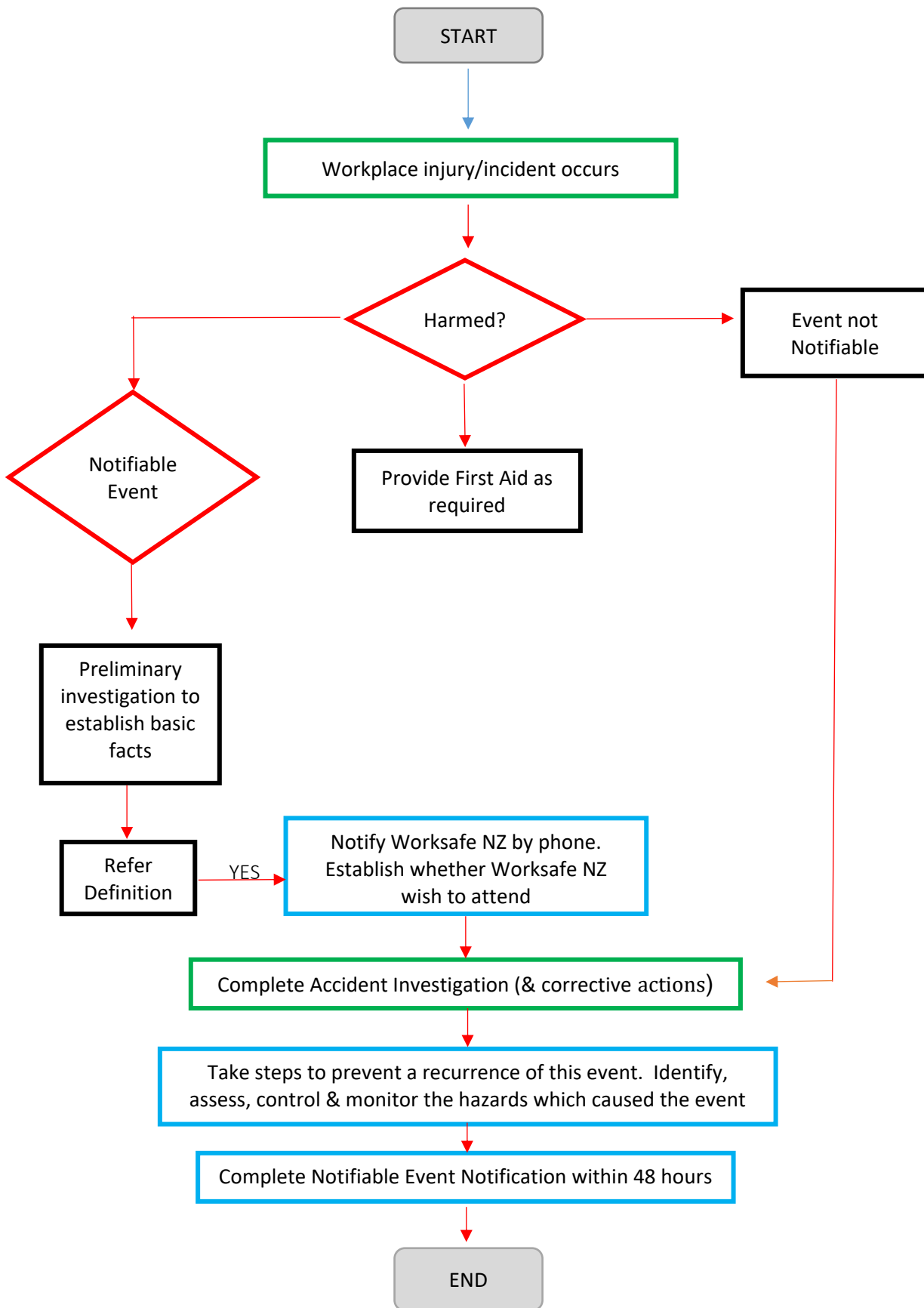
- Location of accident.
- Injured person's name.
- Age/ DOB.
- Date and Time.
- Where injured person has been taken to.
- Basic circumstances as you know them.
- Extent of injuries.

*Tip: It is a good idea to write this information down before you make the phone call.*

WorkSafe NZ will instruct you to take some action in respect to the scene depending upon the circumstances:

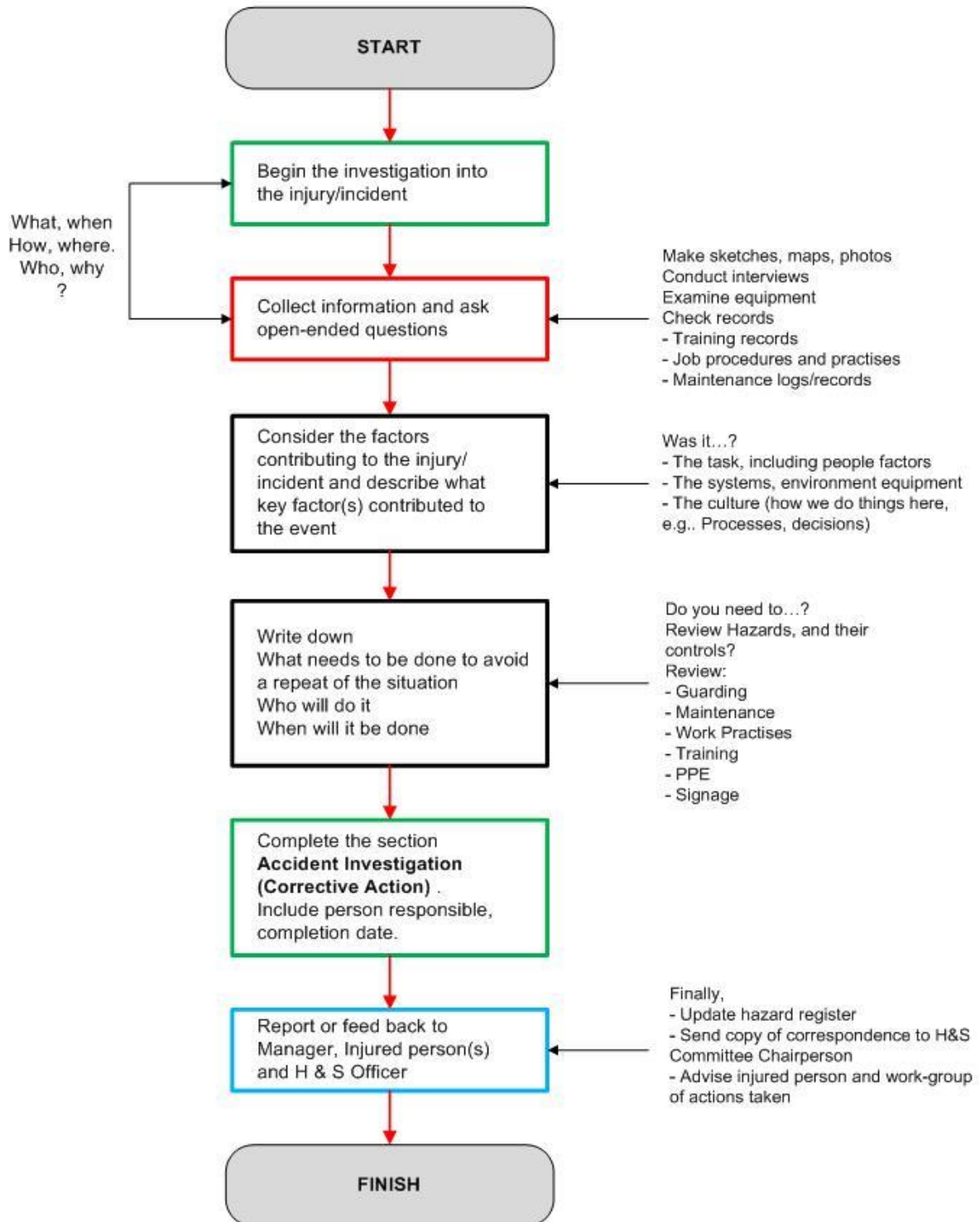
- Hold the scene until a WorkSafe NZ Inspector attends.
- Release the scene and require City Locksmiths Ltd to conduct their own investigation which WorkSafe may wish to review.
- Complete a Duty Holder Review (a detailed investigation and WorkSafe NZ will provide you with the report template).
- Complete a written Notifiable Event form or go to the WorkSafe website.

Recording and Reporting Flowchart.



Investigation Flowchart.

Effective investigation can help develop controls,  
define trends and find ways to prevent Similar events form happening



### **Notifiable Reporting and Investigation.**

It is a requirement under the HSWA 2015 to report all notifiable events and to perform an investigation or self-assessment so that lessons can be learnt to eliminate the likelihood of the event from occurring again in the future.

City Locksmiths Ltd will notify Worksafe NZ as soon as possible after becoming aware that a notifiable event has occurred.

The notification will be given by telephone or in writing (including by email,) and will include the details of the incident requested by Worksafe NZ.

If required by Worksafe NZ, City Locksmiths Ltd will provide a written notice of the incident within 48 hours of being informed of the requirement to do so. The notice shall be provided in the Worksafe NZ approved notifiable event template and will contain the details requested by Worksafe NZ.

All information submitted to and received from Worksafe NZ will be kept for a period of 5 years from the date of the event.

We will take all steps to ensure that the site where the event occurred is not disturbed until authorised by a Worksafe NZ inspector.

### **Requirements of Staff to Report Incidents.**

All incidents must be reported to a manager immediately (as soon as possible) after they occurred.

### **Incident investigation.**

All reported incidents will be fully investigated to determine the cause and to determine what action is required to prevent a recurrence. This process will be considered an opportunity to improve the OH&S Management System and to provide a healthier and safer workplace.

Incidents that have potential to cause notifiable events will be investigated using the investigation report. All failings identified in the investigation process will have an action plan attached to prevent similar events from occurring.

The action plan will include ownership for the action, a timeline goal for completion of the action, and all actions will be signed off by management and dated once completed. This action plan will be reviewed as part of the incident review procedure.

Investigations will be carried out by management with the assistance of trained professionals as required.

Any new hazards identified as a part of the investigation will follow the hazard and risk procedure and be added to the hazard and risk management system.

21 October 2021