



Health and Safety Incident Reporting Standards

Contents

TITLE	SECTION
Introduction	1
Reporting and evidence gathering	2
RIDDOR	3
Motor/ Plant collisions	4
Safety concerns	5
Investigation	6
Contacted by a health and safety regulator	7
Monitoring	8
Further reading	9
Toolbox Talk	10

1. Introduction

The purpose of these health and safety incident reporting standards is to ensure action is taken following an accident, incident, near miss or reported concern. Also to ensure that the circumstances are appropriately investigated and where required reported to the Health and Safety Executive under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR).

2. Reporting and evidence gathering

All accidents and incidents which cause injury or had the potential to cause injury (near miss) must be reported, even if minor in nature. This would be to Site Manager (construction) and Shift Supervisor (manufacturing).

For office, sales and customer care personnel this would be to their Line Manager.

If first aid is needed the appointed First Aider for that workplace must be notified to administer first aid if safe to do so and where required to call for emergency assistance. Where possible use the what3words APP to obtain the three word locator tool of the exact location of the patient or site/ office entrance to give to the emergency services.

In the case of an accident or incident that has the potential to fall within the criteria to be reported to the HSE under RIDDOR or a result in a civil claim the local Group HS&E Advisor and appropriate management must be contacted via phone immediately.

The Site Manager/ Shift Supervisor/ Line Manager must also ensure that the scene of the accident or incident is not disturbed or any potential evidence removed until the Group HS&E Advisor advises otherwise, unless it is deemed necessary to prevent any further injury or damage.

The Site Manager/ Shift Supervisor/ Line Manager must complete an incident report form (HSMS form 007) and email a copy to the local Group HS&E Advisor and MD's PA within 24 hours of the accident, incident or near miss.

Where witnesses to the accident, incident or near miss, details must be provided on the form and where appropriate photographs taken.

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All incident report forms and associated documentation must be kept in a secure place so that they can only be accessed by authorised personnel and must be kept for a minimum of three years.

Refer to HSMS form [007](#) – Incident Report Form

Accident/ Incident Reporting Steps – Site Management

- Accident or incident which causes injury or has the potential to cause injury (near miss).
- If likely to be a RIDDOR reportable incident or result in a civil claim, inform local Group HS&E Advisor and management by telephone immediately.
- Where possible, secure the scene of the accident/ incident until advised otherwise by the local Group HS&E Advisor.
- Make a note of the details of the injured person and any witnesses.
- Take photographs of the scene of the accident/ incident.
- Complete HSMS form 007 and email to local HS&E Advisor and MDs PA within 24 hours, providing as much information as possible.
- Assist with the local HS&E Advisors investigation, putting in all necessary steps to prevent recurrence.

3. RIDDOR

All accidents, incidents and diseases are reported by the HS&E Dept. to the HSE where required under RIDDOR following the reporting procedure and time limits set by the Regulations. Where one of our Contractors has the duty to report under the Regulations we must ensure the Contractor is made aware of their duties and where required the appropriate advice and assistance is given.

The following is reported to the HSE under RIDDOR:

Accidents

Work related accidents that result in:

- The death of any person;
- Specified injuries to workers (Regulation 4);
This includes:
 - A fracture, other than to fingers, thumbs and toes;
 - Amputation of an arm, hand, finger, thumb, leg, foot or toe;
 - Permanent loss of sight or reduction of sight;
 - Crush injuries leading to internal organ damage;
 - Serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
 - Scalpings (separation of skin from the head) which require hospital treatment;
 - Unconsciousness caused by head injury or asphyxia; and
 - Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

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- Injuries to workers where a person is incapacitated for routine work for more than seven consecutive days; or
- Injuries to non- workers (e.g. members of the public) suffers an injury and taken directly from the site of the accident to a hospital for treatment in respect of that injury.

Dangerous Occurrences

Work related incidents that result in dangerous occurrences (incidents with the potential to cause harm, Schedule 2 of RIDDOR), this includes:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- Plant or equipment coming into contact with overhead power lines;
- Explosions or fires causing work to be stopped for more than 24 hours; and
- The complete or partial collapse (including falling, buckling or overturning) of a substantial part of any scaffold more than 5 meters in height.

Diseases

Where, a person at work receives a diagnosis of an occupational disease (Regulation 8) which are linked with occupational exposure to specified hazards.

This includes:

- Carpal Tunnel Syndrome: where the person's work involves regular use of percussive or vibrating tools;
- Cramp of the hand or forearm: where the person's work involves prolonged periods of repetitive movement of the fingers, hand or arm;
- Occupational dermatitis: where the person's work involves significant or regular exposure to a known skin sensitiser or irritant;
- Hand Arm Vibration Syndrome: where the person's work involves regular use of percussive or vibrating tools, or holding materials subject to percussive processes, or processes causing vibration;
- Occupational asthma: where the person's work involves significant or regular exposure to a known respiratory sensitiser; and
- Tendonitis or tenosynovitis: in the hand or forearm, where the person's work is physically demanding and involves frequent, repetitive movements.

Anyone who receives a diagnosis of an occupational disease must immediately alert their Line Manager of the diagnosis who will inform the local Group HS&E Advisor.

4. Motor/ Plant Collisions

All road traffic collisions involving company vehicles including moving plant such as FLT's on site that result in a collision with a third party vehicle or property must be reported to our insurers immediately.

Refer to:

HSMS [Guidance](#) – Motor Accident Reporting Procedure

HSMS [Guidance](#) – FLT Accident Reporting Procedure

5. Safety concerns

Safety concerns, including concerns about modern slavery, can be raised in a number of ways:

- Directly to management;
- Health and safety comments sheets located near notice boards;
- Safety concerns line; and
- Whistleblowing helpline.

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How to report safety concerns must be promoted in all our workplaces by ensuring the safety concerns, whistleblowing and modern slavery posters are erected on all notice boards. The safety concerns poster to also be erected on the hoardings of all sites where construction work is being carried out.

Refer to HS&E Department [signs and posters](#):
Accident and Incident Reporting Steps – Site Management
Safety Concerns
Whistleblowing
Modern Slavery
Real Living Wage

6. Contacted by a health and safety regulator

If the Health and Safety Executive or Local Authority makes contact about any health and safety incident or issue this must be reported without delay to the local Group HS&E Advisor, who must also be provided with a completed regulatory authority contact form (HSMS form 006).

Following any HSE or Local Authority visit the local Group HS&E Advisor will also complete a post regulatory authority visit checklist and retain all relevant documentation.

Refer to HSMS forms:
[006](#) – Regulatory Authority Contact

If as a result of the contact a Notice of Contravention is issued by the regulator the local Group HS&E will complete a notice of contravention review report, aiming to undertake a review meeting with the Managing Director within 10 days after receiving the notice.

Refer to HSMS form [006a](#) – Notice of Contravention Review Report

7. Investigation

Following any accident or incident that has the potential to be reportable under RIDDOR or result in civil claim against the company, the local Group HS&E Advisor must take any necessary statements from the injured person and relevant witnesses as soon as possible. Also completing an incident checklist and retaining all relevant documentation.

Refer to HSMS forms:
[059](#) – Accident/ Incident Checklist
[058](#) – Witness Statement

The appropriate level of time and resource is allocated to the investigation of accidents, incidents, near misses and safety concerns. This is carried out by the local Group HS&E Advisor under the instruction of the Senior Group HS&E Advisor and where relevant the Group HS&E Director. The Group HS&E Advisor keeping the relevant senior management updated on the progress of the investigation and notifying our insurers where applicable.

At the end of the investigation, where appropriate the local Group HS&E Advisor will complete an investigation and review report, aiming to undertake a review meeting with the Managing Director within 10 days of the incident and agree actions to prevent recurrence.

Refer to HSMS forms:
[007a](#) – Accident/ Incident Investigation Report

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[007b](#) – Incident/ Accident Review Report

Accident/ Incident Investigation Steps – Group HS&E Advisor

- Notified of an accident or incident which causes injury or has the potential to cause injury (near miss).
- Inform Senior Group HS&E Advisor of the accident, incident or near miss, who will upward report depending upon the nature of the matter.
- Ensure site management complete HSMS form 007, providing as much information as possible.
- If likely to be a RIDDOR reportable incident or result in a civil claim then attend site as soon as possible to commence an investigation. Take any supplementary photographs of the scene and take any necessary witness statements. Complete HSMS form 062.
- If RIDDOR reportable, report to the HSE within the required timescales under the guidance of the Senior Group HS&E Advisor.
- If likely to result in a civil claim notify the insurers (phnewclaims@ajg.com).
- If directed by the Senior Group HS&E Advisor complete HSMS forms 007a and 007b, ensuring a review meeting with the Managing Director is undertaken and steps taken to prevent recurrence.

8. Monitoring

Site management must ensure that all accidents and near misses have been recorded and that the findings are entered onto the site manager's weekly checklist.

Refer to HSMS form [014](#) – Weekly Site Manager's Checklist

The Group HS&E department will monitor compliance of these standards during routine HS&E inspections.

The HS&E Department is also responsible for ensuring all accidents, incidents, near misses and safety concerns are logged to monitor for trends. Where trends are identified, Group level corrective actions will be implemented.

All relevant RIDDOR reportable accidents and incidents are included in management reports and Group performance reporting data.

9. Further reading

[HSE - RIDDOR](#)

HSMS [Guidance](#) – When an Inspector Calls

HSMS [Guidance](#) – Motor Accident Reporting Procedure

HSMS [Guidance](#) – FLT Accident Reporting Procedure

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10. Tool box Talk

Refer to HSMS [TBT](#) – Modern Slavery

VERSION ISSUED	Date
<u>Version 1</u> Sections 1, 2,3,4,5,6,7,8,9	12.07.2022
<u>Version 2</u> Motor/plant collisions section and associated guidance documents added	05.01.2023
<u>Version 3</u> Added in new Gallagher claims email address	10.04.2023

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