

## 1.0 Policy Statement

Carriage requires that all workplace related injuries and incidents (including 'near misses') are reported immediately and investigated.

Carriage will determine underlying causes for incidents during the investigation process and assign corrective actions to improve on company systems, processes, training, and culture to adapt and learn from all incidents.

Incident/accident investigations shall be performed by:

- a) persons knowledgeable of the type of work being performed at the time of the accident,
- b) the job superintendent,
- c) the safety representative,
- d) any other member management determine may assist the investigation.

## 2.0 Classification of Incidents

*Near Miss* – a hazardous event that was caused by an unsafe workplace act or condition that does not result in an incident or injury.

*First Aid* – (a) in cases in which a person will need medical treatment, treatment for the purpose of preserving life and minimizing the consequences of injury until medical treatment is obtained and,

- (b) treatment of minor injuries that would otherwise receive no medical treatment or that do not need medical treatment.

*Medical Aid / Treatment* – in cases where professional medical treatment is required by a physician, nurse, physiotherapist, chiropractor, registered massage therapist.

*Loss Time* – a lost-time injury is an incident that results in a fatality, permanent disability or time lost from work following the initial day of injury.

*Property Loss* – an incident that results in damage or loss of property and materials in the workplace, causing a financial loss or loss of process to the company.

*Environmental* – an incident that results in a release of hazardous substance to the environment.

*WorkSafeBC Immediately Reportable Incident\** – includes any of the following:

- An employer must immediately notify the Board of the occurrence of any accident that
  - Resulted in serious injury to or the death of a worker

- Involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation
- Involved the major release of a hazardous substance
- Involved a fire or explosion that had a potential for causing serious injury to a worker, or
- Was an incident required by regulation to be reported.

***\*These incidents also require the immediate control of the incident scene to ensure it is undisturbed (except to preserve human life), until an Officer of the Board attends the scene to conduct a thorough investigation.***

All workers will be trained in this policy and procedures during new worker OHS orientation training. Superintendents will receive more thorough instruction and training on this topic during superintendent-specific training.

### **3.0 Procedure**

#### **3.1 When to report a workplace incident**

All workplace incidents must be dealt with following the appropriate emergency response procedures and reported IMMEDIATELY to the work site superintendent. Incidents resulting in personnel injury must be reported to the designated first aid attendant for assessment as soon as possible. Workers are not permitted to leave the workplace until the incident is reported. Not following this procedure will result in disciplinary action.

#### **3.2 When an investigation is required**

ALL workplace injuries and incidents must be investigated. These include but are not limited to:

1. Serious injury or death of a worker
2. A major structural failure or collapse
3. A major release of hazardous substances
4. Fire or explosion with potential for serious injury
5. A blasting accident-causing personal injury
6. Dangerous incidents involving explosives
7. A diving incident
8. Minor injury or no injury but had the potential for serious injury
9. Injury requiring medical treatment beyond first aid

#### **3.3 Responding to Workplace Incidents and Investigation (documentation)**

***Superintendents & Employer - All investigations must be documented on the investigation report form. The following steps must be followed:***

1. If the incident is any of the first 6 types of incidents listed above, contact WorkSafeBC immediately:
  - i. Worksite Emergency Line – 1-888-621-7233
  - ii. Critical Incident Response Line – 1-888-922-3700
2. Once personnel are safe and cared for, secure the scene from being disturbed or altered as it is unlawful to disrupt the scene of a serious incident.
3. If a worker is injured by the injury is not life threatening or listed in the first 6 types of incidents than a preliminary investigation is required to be submitted to WorkSafeBC within 48 hours of the incident.
4. If a worker is injured and needs to seek medical attention a Form 6A – Workers Report of Injury must be completed by the injured worker and submitted to their Superintendent / Employer and a Form 7 – Employer's Report of Injury must be submitted to WorkSafeBC within 72 hours of the injury (by the Employer). Trained first aid attendants must also complete and submit a First Aid Record to the Superintendent.
5. A full investigation of the injury / incident must be submitted to WorkSafeBC within 30 days of the incident. Depending on the severity of the incident, a full investigation can be submitted within 48 hours (if all corrective actions are clear and implemented)

*\*Workers are encouraged to report their injury through WorkSafeBC Teleclaims center to speed up the processing of their Injury Claim at 1-888-967-5377.*

### 3.4 Chain of Command following a workplace incident

The following flow chart chain of command must be followed immediately following an incident:

1. An incident occurs and the Carriage site superintendent is informed by personnel involved in the incident.
2. Injured workers receive first aid assessment and treatment (or if the injuries are serious first aid is summoned and attends injured worker at the scene of incident.)
3. Worksite OHS personnel (site safety officer/coordinator) are notified.
4. Notification of external agencies is done by the employer designated person such as the superintendent, manager, or safety representative.
5. Carriage appoints the investigation team who then responds to the scene to investigate.

### 3.5 *Carrying out the investigation*

**Step 1:** Find out who was involved in the incident, when it happened, where it happened and the severity of injuries.

**Step 2:** Gather physical information. Makes notes of observations of incident scene, take photographs, and draw diagrams. Look for things such as:

- Positions of injured workers
- Condition of equipment and materials
- Where objects are in relation to each other
- The angle something came from or the force behind an object
- Safety devices that were in use
- Housekeeping, lighting, worksite conditions
- Sources of hazardous energy

**Step 3:** Interviews. Interview workers/ personnel who witnessed the incident (including injured workers), asking and documenting the following questions:

- Who was involved? Who was injured?
- What were the materials, machines, equipment, or conditions involved?
- When did it happen?
- Where did it happen?
- Why did it occur?
- How did it happen?

Have the worker(s) complete their written statement, sign, and date the report. Read their body language to see if they are withholding details in fear of being disciplined etc.

Carriage will make all reasonable efforts to have available for interview, by WorkSafeBC Officers, all witnesses to the incident/accident, including any person whose presence might assist in the investigation of the incident/accident.

**Step 4:** Check background information. Check inspection records, employee training records, safety meeting minutes, hazard assessments, safe work practices and procedures. These items or lack thereof could be associated with contributing to the injury / incident.

**Step 5:** Determine the causes. Assess immediate cause of the resulting injury / incident (i.e. fall from ladder, struck by tool / equipment etc.), contributing factors (events leading up to or contributing to injury/incident) and root cause(s) of the incident (i.e. lack of training or supervision, lack of written procedure(s), not following procedures, unidentified hazard, lack of communication, unsuitable tool / equipment for the job, deliberate disregard of safety requirements, unsafe design, inadequate safety devices, defective equipment / tools or PPE etc.).

**Step 6:** Recommendation of corrective actions. Hazard controls must be assigned to prevent re-occurrence of the incident in the future. These must be assigned a responsible person, risk (of re-occurrence) and completion dates.

**Step 7:** Review by all parties. Involved workers, superintendents, first aid attendant, worker health and safety rep., and senior management must all participate in the review of the investigation results. Additional corrective actions may be presented and should be implemented as soon as possible.

**Step 8:** Communicate investigation summary to organization. During regular safety meetings, ensure all learning opportunities are communicated to workers to raise awareness to prevention measures implemented to avoid future unsafe conditions and events resulting in further incident / injuries.

### 3.6 *Completing the Investigation*

It is important to include a completed detailed investigation following a serious incident. Crucial information that needs to be included in the report;

1. Name and contact information of injured worker
2. Work being conducted prior to the incident
3. Hazards that contributed to the incident
4. Unsafe actions by injured worker and/or other workers
5. Pictures of the injury, incident scene and any tools or equipment involved
6. Corrective actions set to prevent the incident from reoccurrence
7. Who will be responsible for the corrective actions?

### 4.0 **Records**

Copies of the incident investigation report shall be:

- a) forwarded to the nearest office of WorkSafeBC if asked,
- b) retained by incident investigation team for review and recommendation,
- c) forwarded to management for review and recommendations and for statistical data in identifying trends and unusual conditions as a preventative tool,
- d) retained and filed by management for future reference, and
- e) Investigation reports will be maintained in the main office for 3 years.