

# Incident and Accident Investigation Policy

## 1. Purpose:

The purpose of this Incident and Accident Investigation Policy is to provide a structured and consistent approach to investigating incidents and accidents that occur within the organization. The goal is to identify the root causes, determine corrective actions, and prevent similar occurrences in the future. This policy aims to ensure a safe working environment by addressing risks and hazards promptly and effectively.

## 2. Scope:

This policy applies to all incidents and accidents that occur in the workplace, including but not limited to injuries, near misses, property damage, environmental incidents, and safety violations. It covers all employees, contractors, visitors, and any other individuals present in the workplace.

## 3. Definitions:

### – Incident:

An event or series of events that have the potential to cause harm, damage, or disruption, including near misses and unsafe conditions.

### – Accident:

An unplanned event that results in injury, illness, property damage, or environmental harm.

### – Near Miss:

An incident that could have resulted in injury, illness, or damage but did not.

### – Root Cause:

The fundamental reason(s) for an incident or accident that, if addressed, would prevent recurrence.

## 4. Reporting Procedure:

### – Immediate Reporting:

All employees must immediately report any incident or accident, no matter how minor, to their supervisor or designated safety officer.

### – Documentation:

All reported incidents and accidents must be documented in the organization's incident reporting system.

### – Timeliness:

Incidents and accidents must be reported as soon as possible, preferably within 24 hours of occurrence.

## 5. Investigation Procedure:

### – Investigation Team:

A team, including the supervisor, safety officer, and relevant subject matter experts, will be formed to investigate the incident or accident.

### – Investigation Timeline:

All investigations must begin within 48 hours of the incident or accident being reported. The investigation should be completed within 10 working days, unless extended with justifiable reasons.

### – Data Collection:

The team will gather all relevant information, including:

- Statements from witnesses and involved individuals.
- Photographs or diagrams of the scene.
- Equipment maintenance and inspection records.
- Review of relevant procedures and training records.
- Environmental conditions at the time of the incident.

### – Root Cause Analysis:

The team will conduct a root cause analysis to determine the underlying factors contributing to the incident or accident, using methods such as the “5 Whys” or Fishbone Diagram.

### Corrective Actions:

Based on the findings, the investigation team will develop corrective actions aimed at addressing the root causes. These may include changes in procedures, training, equipment, or work environment.

## 6. Reporting and Communication:

### Investigation Report:

Upon completion of the investigation, a detailed report will be prepared, including:

- A description of the incident or accident.
- Identification of immediate causes and root causes.
- Corrective and preventive actions recommended.
- A timeline for implementing corrective actions.

#### – Distribution of Report:

The investigation report will be shared with senior management, the involved parties, and the workforce. A summary of the investigation findings will also be communicated to all employees to promote learning.

#### – Follow-Up:

The investigation team will ensure that corrective actions are implemented and verify their effectiveness. Follow-up inspections or audits may be conducted as necessary.

### 7. Corrective Actions and Preventive Measures:

#### – Action Plan:

Corrective actions will be assigned to responsible individuals with deadlines for completion.

#### – Tracking:

The progress of corrective actions will be tracked and reviewed during regular safety meetings to ensure timely implementation.

#### – Training:

If the investigation reveals deficiencies in training or procedures, additional training or updates to safety protocols will be scheduled to address the gaps.

#### – Continuous Improvement:

The organization will use the findings from incident and accident investigations to update safety programs, improve work practices, and enhance risk management strategies.

### 8. Confidentiality:

– The investigation process will be conducted with the highest degree of confidentiality to protect the privacy of individuals involved, especially in sensitive cases.

– All records and reports will be securely stored and accessible only to authorized personnel.

### 9. Accountability:

– All employees are responsible for adhering to the safety protocols and for actively participating in incident reporting, investigation, and corrective actions.

– Supervisors are responsible for ensuring that investigations are conducted thoroughly and that corrective actions are implemented effectively.

## 10. Review of Policy:

- This policy will be reviewed periodically, and revisions will be made as necessary to ensure that it remains aligned with current safety standards, regulations, and best practices.
- Feedback from employees and stakeholders will be considered in the review process to improve the overall effectiveness of the policy.

## 11. Enforcement

Failure to report incidents or accidents, cooperate in investigations, or comply with corrective actions may result in disciplinary action in accordance with the company's disciplinary policy.

## End of Policy

This policy provides a clear and systematic framework for addressing incidents and accidents, aiming to enhance workplace safety through thorough investigation and proactive corrective measures.

Signed: *G White*

Director on behalf of NMT Crane Hire Ltd.

Date Approved:  
**09.12.2025**

Next Review Date:  
**08.12.2026**