

Incident Management Procedure

1. Purpose

Incident Management procedure is designed to:

- Ensure that there is adequate control over incidents that occur.
- Encourage early reporting and corrective actions.
- Reduce the number of incidents arising from ANC activities by conducting investigations, identifying casual factors, and assigning appropriate corrective actions.
- Enable senior management to identify areas of concern.
- Facilitate corrective action to address the causes of the hazards or incidents.

2. Scope

This document applies to all work-related incidents and hazards involving all workers and others at all locations. This procedure will detail the process to be taken by all parties involved and should be used as a tool for training.

3. Definitions

ANC	<i>All land, property, buildings, warehouses, structures, installations, aircraft, or vehicles owned by, controlled by or under contract or lease to ANC.</i>
Worker	<i>Any person who carries out work for ANC. This includes employees, contract carriers, volunteers, trainees/apprentices, work experience students and labour hire companies.</i>
Regulator	<i>The respective State's WorkCover, WorkSafe or Workplace Health and Safety Inspector as defined by the State's health and safety legislation.</i>
Corrective Action	<i>Any action taken to eliminate or remedy an undesirable situation or condition.</i>
Hazard	<i>Hazard is a situation or thing that has the potential to cause harm to people, property, or the environment.</i>
Incident	<p><i>A Health and Safety incident is any unplanned event which occurs in the course of ANC work which could result in:</i></p> <ul style="list-style-type: none"> • <i>Work illnesses.</i> • <i>Uncontrolled fire and explosion.</i> • <i>Physical injuries.</i> • <i>Equipment plant or property damage.</i> • <i>Dangerous occurrences which could have but did not injury any person.</i> • <i>Exposure to hazardous substances or circumstances.</i> • <i>Minor injuries.</i> • <i>Any other incident that could put people or plant at risk.</i>
Notifiable Incident	<p><i>A notifiable incident is an event that must be reported to the regulator that is:</i></p> <ol style="list-style-type: none"> <i>The death of a person, or</i> <i>A serious injury or illness of a person, or</i> <i>A dangerous incident</i>

Note: all events that lead to an injury, illness or possible injury/illness must be reported to ANC, regardless of whether they are a "notifiable incident".

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4. Responsibilities

Managers and Supervisors

- Ensure that all workers in their work group are aware of the requirements of ANC's Accident/Incident Reporting and Investigation procedures.
- Providing instruction to workers to enable the effective use of Rapid Incident to report hazards and incidents.
- Report serious and notifiable incidents immediately to the Safety Team and CEO.
- Report all injuries to the Return-to-Work Co-ordinator (if applicable in your state) to ensure that the insurance company is notified within 48 hours of the incident.
- Ensure there is appropriate resources and time allocated to investigate all accidents and incidents in consultation with the relevant stakeholders.
- Apply a risk management approach to the findings of all accident and incident investigations, so that any hazards identified are eliminated or, where that is not reasonably practicable, minimised by the application of the Hierarchy of Control
- Ensure that agreed corrective actions are implemented, monitored, communicated to all relevant stakeholders, and reviewed for effectiveness.
- Maintain and manage the privacy and confidentiality of personal and health information pertaining to an injured worker or person in accordance with the requirements of privacy legislation.

Workers

- Are aware of the requirements for reporting accidents and incidents in the workplace.
- Report all accidents and incidents to their immediate supervisor/manager on the day it happens, and no later than 24 hours after the incident. Incidents are reported via Rapid Incident as soon as reasonably practicable and before leaving work for the day.
- Report serious accidents and incidents immediately to their immediate supervisor.
- Maintain the privacy and confidentiality of personal and health information pertaining to an injured worker or person in accordance with the requirements of privacy legislation.
- Co-operating with incident investigations.
- Implementing risk controls and reporting back on the suitability of these in reducing risk.

5. Procedure

5.1. Incident Response Process

- The first response must be to:
 - Take all steps necessary to provide emergency rescue and medical help for the injured.
 - Take those actions that will prevent or minimise the risk of further accidents or physical harm.

Following a notifiable incident, such as a fatality, no-one may move or otherwise interfere with any plant or other thing connected with the injury, illness, or event, without the permission of an inspector, or if an inspector is not available, a police officer.

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The only exception to this is if the movement or interference is necessary to save a life, relieve suffering or prevent damage to property, e.g., disconnection of power supply.

- All accidents/incidents that occur, however minor, **MUST** be reported to your supervisor on the day it happens, and a full report submitted via Rapid Incident **within 24hrs.**
- The Risk and Safety Team will decide whether the Incident require investigation.

Please review for further details **7. Incident Reporting and Investigation Flowchart**

5.2. Incident Investigation Process

The investigation process should begin as soon as possible. The less time between an incident and the investigation, the more accurate the information obtained. While concern for an injured person shall take precedence over everything else, when incidents involving injury or illness occur, early investigation is essential.

All incidents should be investigated within 7 days where possible, and corrective actions should be completed within 7 days after allocation.

Low Risk Incident – Can be resolved using local or immediate response tools. It is a simple and small incident. There is minimal threat and impact to people, business, or community.

Medium Risk Incident – Incidents include any minor injuries, illnesses, near misses which potentially or could lead to an LTI. Minor impact to people, business, or community.

High Risk Incident - Considered a serious incident. which includes serious injuries or illness, fatalities, large pollution impacts, serious near misses and dangerous occurrences.

5.3. Investigation Response

The supervisor/manager must:

- Ensure any immediate reporting or notification requirements have been completed.
- Ensure appropriate resources are available to commence investigation.
- Document any emergency response taken to control the incident.
- Perform a preliminary informal incident risk assessment to determine any immediate controls necessary.
- Depending on incident severity, it must be considered when workers involved are ready to resume work safely. The incident investigation must be prioritised, which means that a worker can be instructed to stop working to participate in the investigation.

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5.3.1. Secure the Incident Site

In the case of a notifiable incident, workers and the supervisor/manager must ensure equipment, plant, machinery, or other associated plant connected with the incident are not disturbed without the permission of the relevant state regulator or police. This does not prevent any action:

- To assist an injured person
- To allow an authorised person to remove a deceased person.
- To make the site safe or to minimise the risk of a further incident.
- For which an inspector or regulator has given permission.

5.4. Receipt of Incident Report

5.4.1. Appoint the investigation team

After an Incident Report is lodged online via Rapid Incident, a Safety Officer or Manager will:

- Verify the details of the incident report and determine whether an investigation is needed.
- Assign the investigation team and appoint the investigation team leader (operations manager, supervisor, other) for the area where the incident occurred. Investigators will receive an automated email advising them they have been assigned as an investigator.
- The investigation leader is responsible for the investigation, supported by the investigation team and the Risk and Safety Team.

5.4.2. Incident Investigation

- The investigation leader shall ensure that a formal incident investigation is completed via Rapid Incident system. Corrective actions must be assigned and approved within 7 days, and corrective actions are to be actioned and completed within another 7 days. Some corrective actions can take longer to identify and action, depending on the nature of the incident and the complexities around the investigation and corrective actions.

5.5. Assigning Corrective Actions

- Once an Incident Investigation Report has been completed (including corrective actions) it must be recorded on Rapid Incident. The investigation team leader is responsible for this.
- Corrective actions shall be implemented by the due date where possible.
- Corrective actions are to be evaluated and monitored by the Safety Team.

5.6. Evaluating and Monitoring Corrective Actions

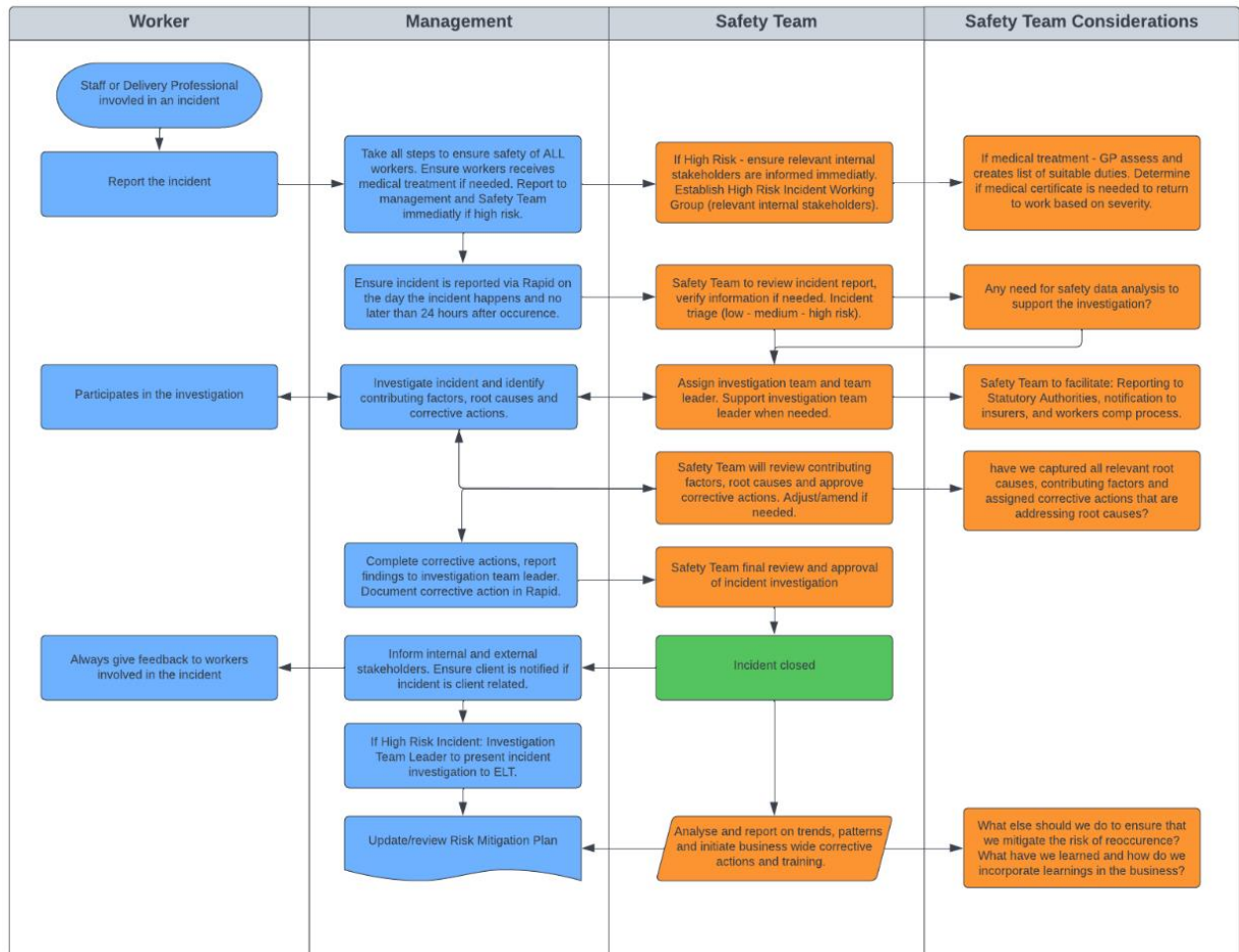
- Once the desired outcome has been achieved through the implementation of the appropriate controls and actions, monitoring of the system(s) must be ongoing to ensure control measures are maintained and do not become obsolete.

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6. References

- SafeWork Australia - Incident Notification Fact Sheet

7. Incident Reporting and Investigation Flowchart



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