

**HEALTH, SAFETY, ENVIRONMENTAL
AND QUALITY MANAGEMENT
PROCEDURE FOR
INCIDENT MANAGEMENT**

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1. APPROVAL

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2. PURPOSE

The purpose of this procedure is to develop and maintain methods for responding to incidents that result in injury or damage, or otherwise have the potential to cause harm or damage, and to set clear responsibilities and accountabilities to ensure incidents are responded to, investigated and reported in an appropriate manner.

Additionally, this procedure ensures that records and statistics regarding incidents are maintained and legal obligations are met and enables management to predict and prevent recurrence of similar incidents by the study of trends, cause and effect.

3. SCOPE

This procedure applies to the reporting, investigation and evaluation of incidents and near misses within **Insert Your Company**. It will apply to reported or observed incidents that have caused injury or damage or have the potential to cause injury or damage.

When incidents occur, appropriate action shall be taken including:

- Timely reporting and communication to relevant people.
- Thorough and appropriate investigation to establish immediate causes (contributing factors) and underlying (root) causes.
- Establishment of appropriate controls (reactive, corrective and preventive) to prevent the recurrence of the incident.
- Follow-up and review to ensure action plans are implemented and are effective.

4. TERMS AND DEFINITIONS

Term	Definition
Complaint	Is a duly substantiated comment on the operations or products of the company from members of the public (including employees) or other authorities, where those comments are communicated to an employee of the company either verbally or in writing.
Contaminated incident	Means an incident, involving contamination of the environment, that the administering authority is satisfied has caused or is likely to cause serious or material environmental harm.
Dangerous Electrical Work	Means: <ul style="list-style-type: none"> • When a person, for any reason, is electrically unsafe around high voltage electrical equipment, even if the person doesn't receive an electric shock or injury. • Significant property damage caused by electricity or something originating from electricity e.g. Electrical fire • Unlicensed electrical work. • Unsafe electrical work.

Term	Definition
	<ul style="list-style-type: none"> Unsafe electrical equipment or electrical equipment that does not have electrical equipment safety system (EESS) approval markings. Insert a link applicable to your State or Territory.
Dangerous Incident	<p>Means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to:</p> <ul style="list-style-type: none"> An uncontrolled escape, spillage or leakage of a substance. An uncontrolled implosion, explosion or fire. An uncontrolled escape of gas or steam. An uncontrolled escape of a pressurised substance. Electric shock. The fall or release from height of any plant, machine or thing. The collapse, overturning, failure or other movement of, or damage to, any part of a structure that is required to be authorised for use in a workplace under the relevant regulations. The collapse or failure of a structure. The collapse or failure of an excavation or any shoring or trenching in an excavation. The entry of water or gas in workings, in an underground excavation or tunnel. The disruption of a main system of ventilation in an underground excavation or tunnel. Any other exposure prescribed under a regulation; but does not include an incident of a prescribed kind. Insert a link applicable to your State or Territory.
Dangerous Incident	<p>Is a condition relating to petroleum or fuel gas in which an Inspector reasonably believes an imminent risk of material harm to persons or property is likely if action is not taken to avoid, eliminate or minimize the risk.</p>
	<p>Is defined as any one-time treatment and subsequent observation of minor scratches, cuts, burns, splinters, etc., which do not require professional medical care. However, a medical practitioner or registered professional may administer the first aid.</p> <p>Examples of first aid injuries include:</p> <ul style="list-style-type: none"> Minor wound care such as initial cleaning or soaking of the wound, application of antiseptic or non-prescription medication and bandaging. Re-dressing an injury because the previous dressing is soiled.