

# 6-STEPS TO INVESTIGATE AN INCIDENT

## OUR LOSS CONTROL APPROACH

### STEP 1: TAKE IMMEDIATE ACTION:

- Take immediate action to prevent injury or illness
- Get help for the injured
- Survey and secure the scene
- Investigate at the scene
- Record key information
- Inform workers of the identified hazard and how it is being controlled

### STEP 2: GATHER EVIDENCE:

- Gathering evidence helps to gain a clear point of view of what has taken place so that appropriate action can be taken to prevent similar incidents in the future.
- Review records:
  - Standard Work Practices
  - Job Safety Analysis
  - Material Safety Data Sheets
  - Employee Personnel Records
  - Maintenance Logs
  - Past Accident History
  - Inspection Records
  - Motor vehicle record checks
- Identify the hazard involved in the incident
- Interview witnesses
- Document the accident scene and take pictures before any changes are made
- Review all information (procedures, equipment, manuals)
- Review the facts (i.e. location, witness remarks, and contributing factors)

### TWO METHODS TO GATHERING INFORMATION

#### 1. Look for evidence from the scene of the incident

- Take pictures
- Make sketches
- Take measurements
- Note environmental conditions
- Collect any foreign objects or broken pieces of equipment/material
- Verify formal work procedures and processes

#### 2. Collect information from people

- Ask questions from the injured worker, witnesses and/or supervisors
- Be-objective
- Don't Assess Blame
- Ask open-ended questions
- Get feedback from workers for ideas on how to control or eliminate the hazard

## STEP 3: ANALYZE THE INFORMATION:

- Analyze your information and identify why the incident occurred.
- The whys are the safety problems that must have existed for the incident to occur
- Ask What, When, Where, Who, Why and How.
- Evaluate the incident for the root cause. It is the most fundamental and direct cause of an accident or incident
- Look for one or more contributory causes, in addition to the root cause
- Incident investigation is ineffective unless all causes are determined and corrected

## STEP 4: COMPLETE AN INVESTIGATION:

- Complete in a timely manner
- Explain in your report what happened, why it happened and what can be done to prevent similar incidents
- Obtain:
  - Personnel information
  - Accident information (location, events leading to accident, machines involved, sequence, extent, type, source)
  - Background information (where, who)
  - Analysis (causes)
  - Recommendations

## STEP 5: RECOMMEND CORRECTIVE ACTION:

- Determine if the corrective action applies to more than one employee, more than one job function, more than one shift, etc.
- Prioritize corrective actions based on future accident potential
- Submit both short term and long term solutions, if necessary
- Ensure your recommendations are:
  - Specific for the identified safety problems
  - Practical
  - Effective and sound
  - Within available financial resources

## STEP 6: FOLLOW UP ON CORRECTIVE ACTION:

- Take Action and Monitor
- Ensure that long-term solutions are not “overlooked or pushed to the side”.
- Evaluate the effectiveness of implemented controls:
  - Interview Employees
  - Job Safety Analysis
  - Accident / Incident Experience
- Monitor controls and recommendations for results