

6-STEPS TO INVESTIGATE AN INCIDENT

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
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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 Report:

- 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