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|  | **INCIDENT / ACCIDENT REPORTING, INVESTIGATION AND ANALYSIS** |  |
| 1. **OBJECTIVE**   The objective of incident reporting, investigation & analysis is to conclude the direct and underlying causes of an incident and to device the control measures to avoid the re- occurrence of such incidents in future.   1. **SCOPE**   This standard operating procedure is applicable to all project sites / establishments of the company.   1. **RESPONSIBILITIES**   In-charge Site HSE shall be responsible for reporting of all the incidents/accidents, which occur at project site, to the Project/Site manager and Head QHSE. Investigation will be carried out jointly involving execution team. Reporting and investigation at H.O. and establishments will be conducted by In-charge HSE at head office.   1. **ABBREVIATIONS / DEFINITIONS**    * QHSE Quality, Health, Safety & Environment    * HSE Health, Safety and Environment    * PP&A Project Personnel & Administration    * BA Business Area    * BSD Business Support Departments    * RCA Root Cause Analysis    * DIMS Descon Integrated Management System 2. **PROCEDURE**    1. INCIDENT / ACCIDENT REPORTING       1. As soon as an incident occurs, the area In-charge will immediately inform Project / Site Manager and In-charge Site HSE. | | |

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| * + 1. If an incident results into an injury or causes damage to the company/Customers assets, In-charge Site HSE would classify the type of injury and estimate the extent of damage. (HSE/FRM-10, Accident Report & HSE/FRM-11, Final Accident Report)     2. If the injury is more than a first aid case, or cost of damage is more than Rs.5000/=, In-charge Site HSE shall initiate the near miss / incident reporting (HSE/FRM-31 Near Miss / Incident Report) and will bring it in the notice of Project / Site Manager, Head QHSE and Incharge PP&A (H.O).     3. For a serious incident or any lost time injury/fatality case, the In-charge Site HSE shall send a fax within 24 hrs to Head QHSE and Incharge PP&A (H.O) by filling Initial Incident / Accident Report (HSE/FRM-15). He shall also inform the Head QHSE through telephone.     4. In-charge Site HSE shall draft HSE Flyer (HSE/FRM-18), highlighting the immediate cause of the incident/accident, gets it reviewed from Project / Site Manager and display it at different locations on the site and dispatch its copies to concerned BA/BSD and the Head QHSE within 24 hrs. of the happening of incident.     5. Head QHSE shall brief the Head BA/BSD about lost time injury/ fatality cases, serious incidents, first aid cases and near misses.     6. A complete report shall be prepared by In-charge Site HSE within 72 hours of the incident. (HSE/FRM-11, Final Accident Report & HSE/FRM-32 Accident Investigation Report)     7. After completion of the incident report, it’s copies shall be dispatched to Head QHSE and Customer. One copy shall be maintained in record with In-charge Site HSE.     8. The HSE In-charges of all Sites will issue a Weekly Report (HSE/FRM-12) to Head Office, with one copy to Customer, if required. | | |

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| * + 1. In the weekly/monthly progress meetings at site, In-charge Site HSE shall brief the attendees about the incidents.     2. In-charge Site HSE shall maintain Injury Record Sheet (HSE/FRM-13), First Aid Record Sheet (HSE/FRM-33) and Near Miss Record sheet (HSE/FRM-35) at HSE office for analysis purpose.   1. INCIDENT / ACCIDENT INVESTIGATION      1. As soon as a serious incident occurs, the area In-charge and In-charge site HSE shall rush to that specific location and would gather information about the initial facts, which contributed to the incident.      2. Area In-charge shall take immediate corrective actions, by involving the In- charge site HSE if required.      3. Area In-charge and In-charge site HSE would further investigate the incident by getting statements from the people involved and eyewitnesses.   Root cause investigation or incident investigation committee to be formed comprising of the concerned Supervisor and Incharge Site HSE shall visit the site immediately but not later than the following day and the investigation should start as soon as possible as :   * + - * Quality of evidence may rapidly deteriorate with time.       * Delayed investigation is usually not as conclusive as those performed immediately.       * Prompt investigation is a good demonstration of Management concern on safety.       * To identify the causes of accidents so that action can be taken to prevent recurrence. | | |

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| * To establish the facts surrounding the accident so that the direct and indirect cost can be established. It may help to motivate for prevention of accident. * For use in relation to potential Insurance Claims or litigation. * To meet the relevant statutory requirements on injury and accident reporting.   INVESTIGATION APPROACH:  The following approach is to be used by the Investigation Team at the scene of the incident as soon as possible after the incident:  At the initial stage the team will gather and record all the facts, which may be of interest in determining causes. They should avoid reaching conclusions too early; it is a trap to be avoided.  Checklists may be useful but limitations should also be understood. The team shall evaluate:   * Probable frequency of recurrence. * Whether the act of negligence causing the accident was recognised and tolerated or was not recognised at all until the time of accident. * Evaluation for conditions of supervision, inspection and audit.   + 1. Based upon the basic root causes, area In-charge would prepare recommendations / corrective actions, with the co-ordination of In-charge site HSE, with fixed responsibilities & target dates and put best efforts for closeout within the targets dates agreed upon.     2. A follow up for recommendations/corrective actions shall be carried out by In-charge Site HSE from time to time. He shall inform the Project / Site Manager and Head QHSE, for non-compliance. | | |

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| 5.2.6 Line management would be accountable for the HSE management in their specific areas for eliminating the causes of accident in a preventive manner.   * 1. INCIDENT / ACCIDENT ANALYSIS      1. In order to identify the underlying causes of an incident or accident root cause analysis (RCA) shall be performed by In-charge Site HSE, based on the information gathered from incident reports & investigation and compiled in the form of a report.      2. After analysis and identification of problem, In-charge Site HSE shall inform Project / Site Manager and Head QHSE, through a memo attached supported with the analysis report which will be used for the risk control and record purposes.      3. RCA report will be shared among the BA / BSD heads by Head QHSE and discussed with top management in the management review meeting for supporting the decision making process:   Refer SOP No. HSE Monitoring & Control (HSE/SOP-07).   * + 1. After analysis and identification of weak areas, Head QHSE shall share his recommendations with BA/BSD and Project team. Based on the historic trends and projections a quarterly feedback will be shared with the top management and BA Heads to focus on areas need improvement. | | |

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| 1. **RELATED DOCUMENTS**    1. Accident Report    2. Final Accident Report    3. Weekly HSE Report    4. Injury Record Sheet    5. Projects HSE Statistics    6. Initial Incident / Accident Report    7. HSE Flyer    8. Near Miss / Incident Report    9. Accident Investigation Report    10. Accident Causes Checklist   WRITTEN BY:  **INCHARGE HSE**  APPROVED BY:  **HEAD QHSE** | | |