


| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

Table of Contents

1 PURPOSE.....1

2 SCOPE1

3 REFERENCE DOCUMENTS, FORMS2

4 DEFINITIONS3

5 RESPONSIBILITIES4

6 OPERATIONAL PROCEDURE4

 6.1 Initial Actions4

 6.2 When an Incident or Near Miss Occurs.....5

 6.3 Reporting Process5

 6.3.1 Employees/Subcontractors5

 6.3.2 Managers.....6

 6.3.3 Visitors.....6

 6.4 Notification to the Health and Safety Executive6

 6.5 Accident Investigations7

 6.5.1 RIDDOR7

7 MANAGEMENT, MONITORING and AUDITING8


8 RECORD RETENTION8

1 PURPOSE

The purpose of this procedure is to ensure that all accidents, incidents, near misses, dangerous occurrences, occupational ill health, and property damage events are reported, investigated, recorded, and reviewed in a consistent manner.

2 SCOPE

This procedure applies to all employees, contractors, agency workers and visitors whilst on all company-controlled premises or undertaking company controlled activities. It applies to Injuries and ill health, near misses, dangerous occurrences, environmental incidents, equipment or property damage, and vehicle incidents occurring during company business.


| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

3 REFERENCE DOCUMENTS, FORMS

| External Document References (If applicable) | |
|----------------------------------------------|-----------------------------------------------------------------------------------|
| Document Number | Document/Form Name |
| N/A | Health and Safety at Work etc. Act 1974 |
| N/A | Data Protection Act 2018 |
| N/A | Management of Health and Safety at Work Regulations 1999 |
| N/A | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 |
| N/A | Health and Safety (Consultation with Employees) Regulations 1996 |
| N/A | Safety Representatives and Safety Committees Regulations 1977 |
| N/A | HSG245 Investigating Accidents and Incidents |
| N/A | INDG453 Health and Safety Made Simple |
| N/A | L21 Management of Health and Safety at Work Regulations Approved Code of Practice |
| N/A | ISO 45001:2018 Occupational Health and Safety Management Systems |
| N/A | ISO 19011:2018 Guidelines for Auditing Management Systems |

| Internal Document References (If applicable) | |
|----------------------------------------------|-----------------------------|
| Document Number | Document/Form Name |
| QMS100203 | Incident Investigation Form |
| QMS100204 | Utilities Damage Report |
| QMS100206 | Incident Report Log |


Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

4 DEFINITIONS

| List definitions of terms or abbreviations | |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Term | Definition |
| Accident | An incident which causes injury (whether medical attention is required or not) |
| Incident | An instance of something happening; an event or occurrence |
| Near Miss | An Incident where no injury or damage occurred but, under different circumstances, could easily have resulted in injury or damage |
| Damage | An incident resulting in damage to property or equipment |
| Violence and aggressions | non-physical assault of employees (including verbal abuse, attempted assaults and harassment or incident involving physical assault of employees |
| Ill health | Physical ill (e.g. repetitive strain injury, carpal tunnel syndrome) that is caused or made worse by activities at work or a specified disease (e.g. dermatitis, asthma) as defined in RIDDOR |
| Dangerous Occurrence | a dangerous occurrence can be defined as “any incident that has a high potential to cause death or serious injury” and are specified by RIDDOR. |
| RIDDOR | Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 2013 |

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

5 RESPONSIBILITIES

| List all the participating roles and summarize their responsibilities related to the procedure | |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role | Responsibility |
| Senior Management | Senior Managers are responsible for the health and safety of employees and visitors in their specified location/areas. As such they have the primary responsibility for ensuring this procedure is fully implemented in their area. |
| Managers (various) | <ul style="list-style-type: none"> • Ensuring that all staff are aware of the procedures • Support & encourage staff in the reporting of accidents and near misses • Ensuring appropriate and timely reporting of incidents • Supporting the reporting process of reviewing and investigating local incidents • Taking local remedial and preventative action • Investigating accidents, incidents and near misses. |
| Employees | <ul style="list-style-type: none"> • Reporting any incident/accident/near miss in line with this procedure • Adhering to the employee requirements of the Health & Safety at Work etc. Act 1974 • Provision of reports as requested as part of an investigation. |

6 OPERATIONAL PROCEDURE


6.1 Initial Actions

Following an incident or accident, the first responding employee must:

1. Get to the scene as soon as possible.
2. Make sure it is safe to approach the scene.
3. If anyone is injured at the scene, raise the alarm and ensure anyone who is injured receives appropriate first aid.
4. Insist that nothing is moved or altered (unless to render the scene safe) until inquiries are complete. Note any changes, which may have been made prior to your arrival.
5. Inspect the scene taking notes, measurements and photos where necessary.
6. Talk to witnesses and take notes. Insist on private discussions and inform workers there is no obligation to commit themselves to written statements.
7. Make a record of the accident or incident as detailed below.

If injured workers require additional medical assistance this shall be provided by Emergency medics/ambulance crews arriving at the scene after the accident has occurred and taking over the attention provided by the first aid personnel or If the accident is not significant enough for an ambulance to be called,

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

medical attention may be sought by reporting directly to a hospital or from either a local medical center or doctors surgery. In this event, it is imperative that the injured worker is escorted by a KLG employee at all times. The KLG escort should drive the injured worker to seek medical attention

All accidents must be recorded in the relevant Accident Book. For accidents which occur on project sites, the project team may use the Principal Contractor’s accident book (if required) however the Site Supervisor must ensure that the relevant details are passed to the HSEQ Manager so a record may be made in the accident book. The person involved in the accident must pass on the relevant information or give authority for this to be done on their behalf.

The accident book may be filled out by the injured person or someone acting on their behalf. The accident report shall be defined with a unique number which is the next sequential number in the report booklet. Sufficient detail shall be recorded so the person who had the accident and the person completing the report may be easily identified, the details of the accident i.e. when, where and how it happened and what injuries the person suffered. It shall be signed by the person completing the report. The injured person may consent to the disclosure of personal information and details relating to the accident in order for company safety representatives to undertake their health and safety functions. The HSEQ Manager shall be consulted to confirm if the accident is to be reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013. The HSEQ Manager shall record the details in HSE-003.1 Accident & Incident Register. Accidents shall be investigated using QMS100203, at the discretion of the Contracts Manager and HSEQ Manager.

6.2 When an Incident or Near Miss Occurs

All near misses or incidents must also be reported as soon as possible so that action can be taken to investigate the causes and to prevent reoccurrence, details of the near miss or incident shall be recorded on the Incident & Near Miss Report Form. The Report Form shall be forwarded to the HSEQ Manager on the day of occurrence, and the HSEQ Manager shall record the details in QMS100206 Accident & Incident Register. Incidents of Near Misses shall be investigated using QMS100203, at the discretion of the Contracts Manager and HSEQ Manager.


6.3 Reporting Process

6.3.1 Employees/Subcontractors

Any accident/near miss or dangerous occurrence must be reported to your line manager as soon as possible to enable the Accident Book or Near Miss/Incident Report Form to be completed.

If an injury renders an employee unable to give the information required to complete the accident form, a witness or someone who is able to enter an account of the incident should complete it. The employee's account must be entered as soon as possible after the event. Employees must ensure that they are aware of the reporting procedures.

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

All accidents and near misses/incidents must be recorded, however minor. If KLG are not informed of these accidents and near misses/incidents, it will be unable to take remedial action or put in place controls to prevent reoccurrence. An injury may be dealt with by a first aider or the situation taken under control by an appointed person.

6.3.2 Managers

When an accident is reported to a Manager, they must ensure that the accident book is completed, an incident or near miss must be documented in the Near Miss/Incident Form. The completed Accident Book section must be retained by the facilities Manager for Egham Office, Ottershaw and The Twickenham Plant Centre, whereas the HSEQ Manager will retain the project sites documentation. All documentation must be retained in line with the Data Protection Act 1998.

If the accident results in over seven consecutive days of incapacity for work it is reportable under RIDDOR and the local enforcing authority must be informed on a prescribed form (F2508) within 15 days. This will be completed by the HSEQ Manager with assistance from the relevant management team.

6.3.3 Visitors

Any non-employee who is involved in an accident or near-miss incident whilst at Egham Office, Twickenham or Ottershaw must report the incident immediately to the facilities staff. The facilities staff must be responsible for ensuring injuries are recorded in the Accident Book however minor. Visitors and contractors who are unable to enter their own account must arrange for another person to complete the Accident Book on their behalf. Visitors and contractors should also notify their own employer where applicable.


6.4 Notification to the Health and Safety Executive

Where an employee is involved in a serious accident resulting in a major injury, an accident that results in over seven consecutive days of incapacity, a reportable dangerous occurrence or an occupational disease / condition then KLG has a statutory duty to report such incidents to the HSE.

The responsible Manager must notify the HSEQ Manager without delay and this will be reported to the enforcing authority in accordance with the HSE reporting procedure. This is most easily done by reporting online <http://www.hse.gov.uk/riddor/report.htm>. Alternatively, for fatal accidents or accidents resulting in specified injuries to workers only, you may phone:

0845 300 9923 Mon – Fri 0830 – 17.00hrs.

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

A report must be received within 10 days of the incident.

For accidents resulting in the over-seven-day incapacitation of a worker, you must notify the enforcing authority within 15 days of the incident, using the appropriate online form.

6.5 Accident Investigations

The injured person’s manager will undertake prompt investigation of accidents and near misses. The KLG HSEQ Manager will assist, in any investigation.

During the investigation, the manager undertaking the investigation will liaise with the appropriate staff to prepare a report which details findings, conclusions and recommendations to prevent a recurrence. QMS100203 Incident Investigation Form shall be completed. Investigation reports will be presented to the relevant management teams and other Managers as appropriate on request.

6.5.1 RIDDOR

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) requires employers, and other people who are in control of work premises, to report and keep records of:

- Work-related deaths
- Certain serious injuries (reportable injuries)
- Diagnosed cases of certain industrial diseases; and
- Certain ‘dangerous occurrences’ (near-miss incidents).

RIDDOR requires deaths and injuries to be reported only when:

- There has been an accident which caused the injury
- The accident was work-related; and
- The injury is of a type which is reportable.

Types of “Reportable” injuries


Deaths

All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker.

Specified injuries to workers

The list of ‘specified injuries’ in RIDDOR 2013 replaces the previous list of ‘major injuries’ in

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

RIDDOR 1995. Specified injuries include (regulation 4):

- a fracture, other than to fingers, thumbs and toes
- amputation of an arm, hand, finger, thumb, leg, foot or toe
- permanent loss of sight or reduction of sight
- crush injuries leading to internal organ damage
- serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- scalpings (separation of skin from the head) which require hospital treatment
- unconsciousness caused by head injury or asphyxia
- any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

Over-seven-day injuries to workers

This is where an employee is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the day of the accident).


7 MANAGEMENT, MONITORING and AUDITING

Management: The management of the workplace must ensure:

- Clear lines of responsibility
- Staff are informed of the contents of this procedure
- Staff are provided with adequate facilities to comply with this procedure
- Documentation relevant to this procedure is provided where required
- Follow-up of actions as required as a result of accident, near miss/incidents are completed in a timely manner
- Agreed monitoring and auditing systems.

8 RECORD RETENTION

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.

| | | |
|--------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------|
| DOCUMENT NUMBER: QMS100202 | Accident & Incident Reporting Procedure |  |
| REVISION: 1 | DOCUMENT CLASSIFICATION: 02-Work Instructions | |

| TYPE OF RECORD | WHERE RETAINED |
|------------------------------|-----------------------------------------------------|
| Incident Reports | Company SharePoint Folder |
| Investigation Reports | Company SharePoint Folder |
| Waste Transfer Documentation | Company SharePoint Folder |
| Training Records | Company Training Matrix / Company SharePoint Folder |
| Inspection Checklists | Company SharePoint Folder |
| Inspection & Service Reports | Company SharePoint Folder |

Confidential: The information is confidential and is to be used only in connection with matters authorized by KLG Ltd and no part of it is to be disclosed to others without prior written permission from KLG Ltd.