

PM-Partners group

Incident Reporting & Investigation Policy

1. Purpose

PM-Partners group (the “Company”) is committed to providing a safe and healthy work environment in which all workplace participants are treated fairly, with dignity and respect.

This policy outlines the Company’s commitment to a safe workplace and is aimed at ensuring, so far as it reasonably can, that workplace participants are not subjected to any form of injury or illness as a result of being in the vicinity or working around a workplace participant who may be under the influence of drugs and/or alcohol at work. It also details the legal responsibilities of the Company and their workplace participants in relation to preventing injury/illness in the workplace

2. Scope

The Incident Reporting and Investigation Policy is applicable to all PM-Partners group workplace participants.

3. Definitions

- » Company – includes all subsidiaries that are owned or controlled, directly or indirectly, by PM-Partners group.
- » Workplace Participants – PM-Partners group employees including members of the Board of Directors, independent contractors, casual staff and agency staff.
- » Human Resources (HR) – for local application the HR Manager will take responsibility. For regional workplace participants the Head Of or Service Delivery Manager will take responsibility.

4. Responsibility and Authority

Role	Responsible	Accountable	Consult	Inform
Workplace Participants	✓	✓		
HR Manager	✓	✓	✓	✓
Regional Head Of	✓	✓	✓	✓
Manager/Supervisor	✓	✓	✓	✓

5. Policy

This policy covers all workers of the Company (whether full-time, part-time or casual) and all persons performing work at the direction of, in connection with, or on behalf of the Company (for example contractors, subcontractors, agents, consultants, and temporary staff) (collectively “workers”).

PM-Partners group is committed to protecting the health and safety of all workplace participants performing tasks at this workplace or a client workplace, so far as reasonably practical.

PM-Partners group aims to achieve the highest standards and performance in WHS. In doing so, PM-Partners group has implemented safe practices and systems that will ensure the health, safety and welfare, so far as is reasonably practicable, of all persons (including workplace participants and other parties such as contractors, visitors and clients) who are affected by the work practices in each workplace.

Where PM-Partners group engages contractors, subcontractors and/or on hire workers they will be consulted on health and safety issues that may impact on them which arise from the conduct of the work activities. In the situation where there are shared responsibilities for health and safety, PM-Partners group will co-operate and co-ordinate activities to implement measures to minimise risks to the health and safety of workplace participants, so far as is reasonably practicable.

Others in the workplace such as visitors, clients and customers will be consulted with as required, so far as is reasonably practicable, to ensure their health and safety while at PM-Partners group premises.

5.1. Legal responsibilities

Everyone at the workplace has a legal responsibility to prevent injury/illness from occurring.

Under the Work Health and Safety Acts in all states the Company has the primary duty to eliminate or minimise, as far as reasonably practicable, the risks to health and safety in the workplace. This duty includes the implementation of strategies to prevent workplace injuries/illness. This policy will assist the Company in complying with its legal responsibilities.

Workplace participants are also required under the Legislation to take reasonable care for their own health and safety, as well as that of others at the Company's workplace. They must also comply with any reasonable instruction given by the Company. Compliance with this policy will assist workplace participants in meeting their legal responsibilities.

If workplace participants fail to adhere to the legislation this may result in Criminal proceedings. The Work Health and Safety Acts in all states indicate that if a workplace participant is found guilty of committing discriminatory conduct, a penalty may be issued.

5.2. Definitions

An **incident** is an unplanned event that has resulted in, or has the potential to result in injury, illness, damage or loss. The term 'incident' includes all accidents and all near misses.

5.3. Responsibilities

Managers are responsible for:

- » Ensuring workplace participants are aware of this procedure.
- » Ensure workplace participants and visitors receive treatment if required (see First Aid Procedure).
- » Ensuring that reported accident/incidents are sent to the HR Manager within 24 hours of becoming aware of the accident/incident and implement any action required.
- » Preliminary investigation into the accident/incident.

Workplace participants are responsible for:

- » Reporting all accidents/incidents as soon as they occur using the relevant forms.
- » Following the procedures as set in these guidelines.

The HR Manager is responsible for:

- » Ensuring investigation of accidents/incidents occur at the site where required.
- » Working with Heads Of and staff in identifying appropriate solutions to accident prevention.
- » Educating staff during induction of these procedures.
- » Monitor and evaluate this procedure.
- » Provide assistance to operational managers to meet their obligations.

Health and Safety representatives are responsible for:

- » Monitoring compliance with this procedure.
- » Investigate accidents/incidents/near miss with the relevant Manager as required.

5.4. Procedures

5.4.1. Accident Reporting Procedure for Injured workplace participants

- » If an accident/incident occurs. The workplace participant is to contact their Manager.
- » The person in charge of the injured workplace participant determines the need for First Aid and seeks the assistance of the First Aider. Refer to the First Aid Procedure.
- » The workplace participant in charge/manager completes the Accident/ Incident Form. The Manager must make comment and investigate the accident/incident where required.
- » The Head Of or Service Delivery Manager is to investigate the accident/injury.
- » Original form is given to the HR Manager for additional comment and recording.
- » The HR Manager discusses the reported incident/accident at the Heads Of monthly meetings for review as part of the usual safety discussion in leadership meetings.
- » The original form is filed in the personnel files of the injured workplace participant and a copy will remain with the HR Manager for statistical collection in the Incident Register.
- » The Payroll Manager will report to the relevant state Workers Compensation insurer within the below prescribed times:

	Injured worker notifies employer/ insurer of injury	Employer notifies insurer/ authority of injury to worker	Authority notifies insurer of injury to worker
New South Wales	"...as soon as possible after the injury happens." — 1998 Act, s44(1).	"..within 48 hours after becoming aware that a worker has received a workplace injury..." — 1998 Act, s44(2).	As soon as practicable — 1998 Act, s44(3A).
Victoria	30 days after becoming aware of injury — s102(1). Beyond 30 days after becoming aware of injury in certain conditions — s102(6).	N/A — only obligation to forward claim.	N/A
Queensland	—	8 business days — s133(3).	N/A
Western Australia	As soon as practicable — s178(1)(a). Claim within 12 months of injury — s178(1)(b).	5 days after claim is made — s57A(2A).	—

5.4.2. Accident/Injury Reporting Procedure – Visitors or Contractors

- » If an accident/incident occurs. The workplace participant or supervisor of the workplace participant or visitor is to contact a relevant Manager as soon as possible.
- » The person in charge of the injured visitor or contractor will determine the need for First Aid and seeks the assistance of the First Aider. Follow the First Aid Procedure.
- » The person in charge completes the Accident/Incident form where the Manager must comment and perform the investigation. The Head Of is called to assist as required.
- » The HR Manager receives the original Accident/Incident Form and provides comment.
- » The HR Manager discusses the reported incident/accident at the Heads Of monthly meetings for review as part of the usual safety discussion in leadership meetings.
- » The original Accident/Incident Form is filed with HR Manager for statistical collection in the Incident Register.
- » For injuries requiring First Aid the HR Manager must be notified immediately of the incident. Managers should phone or email the occurrence.
- » For contractors, the agency should receive a copy of the incident form.

5.4.3. Fatalities and/or Dangerous Occurrence for Work Related Accidents/Incidents of Staff

A **fatality** refers to the death of a workplace participant or visitor arising out of or in the course of employment or business undertakings.

A **dangerous occurrence** is:

- » damage to anything which endangers or is likely to endanger the health or safety of anyone at the workplace;
- » damage to any loadbearing member or control device of a crane, hoist
- » an uncontrolled explosion, fire or escape of gas, dangerous goods or steam;
- » any occurrence involving imminent risk of death or serious injury to any person (e.g. an electric shock) or substantial damage to property;
- » collapse or partial collapse of building or structure;
- » escape, spillage or leakage of any substance including dangerous goods; and/or
- » the fall or release from a height of any substance or object.

If any of the above situations occur the HR Manager or a Head Of must be notified immediately and 000 should be called if required. The HR Manager will notify the required statutory body.

The **area must be sealed off until the official clearance has been provided** by the investigating body or PM-Partners group management, and no items moved until the Head Of or equivalent management representative arrives for the investigation (in the event of a fire/emergency, act on this as per the emergency procedure once the fire is extinguished or emergency is over) – the area is considered the “accident site”.

If the incident involves a person, all attempts at resuscitation/survival must be given as per First Aid policy. Should the person be deceased, the body can only be moved if leaving the body in its position causes a safety risk to other people. In all other instances, the deceased body should remain uncontaminated and covered to the best your ability.

The Managing Director is responsible for notifying relevant next of kin in any fatality.

The Head Of and HR Manager take control of the investigation, except in circumstances where an external provider takes control such as the Police, Fire Brigade, Paramedics and/or statutory body e.g. WorkCover (NSW) or WorkSafe (WA/VIC), Workplace Health and Safety Queensland (WHSQ).

The HR Manager contacts the statutory body within 1 hour of the event and organises any critical incident debriefing required for workplace participants.

For an emergency that does not require statutory body immediate involvement, the “Accident/Incident Report” form will be completed and sent within 24 hours to the HR Manager.

No workplace participant is permitted to contact or discuss with the media any critical incident, dangerous occurrence or fatality. Please direct any such enquiries to the HR Manager who will direct such calls.

5.4.4. Reporting to WorkCover, Worksafe, WHSQ

The HR Manager must report to the state authority the following situations:

NSW/QLD	VIC	WA
<ul style="list-style-type: none"> » death » immediate treatment as an in-patient in a hospital » immediate treatment for: <ul style="list-style-type: none"> » the amputation of any part of his or her body » a serious head injury » a serious eye injury » a serious burn » the separation of his or her skin from an underlying tissue (such as degloving or scalping) » a spinal injury » the loss of a bodily function » serious lacerations or » medical treatment (treatment by a doctor) within 48 hours of exposure to a substance » any infection to which the carrying out of work is a significant contributing factor, including any infection that is reliably attributable to carrying out work: <ul style="list-style-type: none"> » with micro-organisms; or » that involves providing treatment or care to a person; or » that involves contact with human blood or body substances; or » that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products. » the following occupational animal to human infections <ul style="list-style-type: none"> » Q fever » Anthrax » Leptospirosis » Brucellosis » Hendra virus » Avian influenza » Psittacosis. 	<ul style="list-style-type: none"> » death » workers or persons who require either: <ul style="list-style-type: none"> » medical treatment by a doctor (e.g. fractures, administration of a drug or medical treatment) » immediate treatment as an in-patient in a hospital » incidents involving high risk equipment or plant listed in the Equipment (Public Safety) Regulations 2007 Explosives: <ul style="list-style-type: none"> » theft of explosives » injuries caused by explosives Dangerous goods: <ul style="list-style-type: none"> » any releases of dangerous goods (e.g. gas leaks or spills of liquids). 	<ul style="list-style-type: none"> » death/injury/disease Types of injuries that must be reported: <ul style="list-style-type: none"> » A fracture of the skull, spine or pelvis. » A fracture of any bone in the arm, other than in the wrists or hand, or in the leg, other than a bone in the ankle or foot. » An amputation of an arm, a hand, finger, finger joint, leg, foot, toe or toe joint. » The loss of sight of an eye. » Any injury other than those referred to above which, in the opinion of a medical practitioner, is likely to prevent the employee from being able to work within 10 days of the day on which the injury occurred. » the following occupational animal to human infections <ul style="list-style-type: none"> » Q fever » Anthrax » Leptospirosis » Brucellosis » Hendra virus » Avian influenza » Psittacosis. » tuberculosis, viral hepatitis, legionnaire's disease

5.4.5. Steps for Incident Reporting & Investigation

- » Investigations will be conducted by the relevant Manager of the area or person/s involved and the Investigation Form must be filled out and signed by the person/s conducting the investigation, and the responsible Head Of.
- » At times the Health and Safety representative (HSR) will assist the Manager in conducting the investigation.
- » Any outcomes that require risk controls to be implemented, please refer to the Risk Management Program for assistance with the process if required.
- » Once completed, the Head Of will pass comment if required,
- » Investigation Form is sent to the HR Manager for review, discussion at monthly Heads of or Management leadership meetings and filing.

Not all accident/incident or near misses require in depth investigations:

- » Accident/Incidents that result in first aid should at least have a discussion with the injured person and direct supervisor to understand the cause.
- » Accident/Incidents that result in medical attention should involve a discussion with the injured person, direct supervisor and other workplace participant to determine the cause.
- » Accident/Incidents that result in hospitalisation or meet the criteria for statutory body reporting should involve a detailed investigation involving all relevant parties.
- » Near misses that could have resulted in medical attention or worse should be formally investigated. For all other near misses, they should be reported and discussed at the WHS Committee via the HSR.

Incident Investigations have three (3) purposes. They are:

- » to establish root causes;
- » to identify contributing factors;
- » to implement strategies that prevent a recurrence

5.5 Training & Education

Where applicable, existing workplace participants will undergo training/introduction in the incident reporting and investigation policy.

Any new workplace participant will undergo instruction and training in the incident reporting and investigation policy during induction.

5.6 Consultation

Workplace participants will be consulted through the PM-Partners group consultation policy.

The Health and Safety representative will be consulted as per the consultation agreement when there are changes to this policy, changes to the procedure and/or during the investigation of accidents/incidents.

6. Breach of Policy

The Company takes very seriously its commitment to providing a safe and healthy work environment, free from injury/illness. All workplace participants are required to comply with this policy.

If a workplace participant breaches this policy, they may be subject to disciplinary action. In serious cases this may include termination of employment. Agents and contractors (including temporary contractors) who are found to have breached this Policy may have their contracts with the Company terminated or not renewed.

7. More Information

If a workplace participant is unsure about any matter covered by this policy, or requires more information about WHS Consultation they should seek the assistance of their manager, or of Human Resources Manager Australia. They may also wish to seek external advice from the relevant regulatory authority, such as WorkCover/WorkSafe/SafeWork.

8. Review

This procedure will be reviewed annually, through consultation with workplace participants and health and safety representatives, or when legislative requirements change, or in the event of a serious occurrence involving a manual handling task.

9. Variations

The Company reserves the right to vary, replace or terminate this policy.