

QSCU OHS&R MANAGEMENT SYSTEM

PROCEDURE 8 – Incident Management

1. PURPOSE

This procedure defines the requirements for immediate action, classification, investigation and reporting of OHS&R incidents.

The scope of this procedure includes all events which cause or have the potential to cause injury, illness, damage or loss to company assets, damage to the environment or public alarm and other OHS&R incidents which have the potential for learning or require corrective action.

The scope of this procedure includes incidents arising from company operations or products on and off site and incidents

2. MANDATORY REQUIREMENTS

1. All injuries and illnesses shall be assessed promptly by a qualified person.
2. All OHS&R incidents (including injuries / illnesses) shall be investigated and immediate action shall be taken to minimise the damage and initiate recovery where required.
3. Where an injury / illness has been reported, a copy of the front page of the incident report shall be completed by the responsible person and forwarded (along with a copy of any Doctors Certificate) to the H.R. Manager ASAP.
4. The General Manager Operations, and in turn, company legal representatives and company insurers shall be contacted to assist in response to significant incidents (i.e. non-disturbances and injuries / illnesses that require the employee to be off work for 7 days or more).
5. In the event of a fatal occupational accident or other non-disturbance incidents requiring statutory investigation, the scene of the incident and records of the initial response and investigation shall be preserved in accordance with the local state or territory legislative requirements.
6. In the event of a fatal Occupational accident or other non-disturbance as a result of company operations, either on or off company premises, the police and relevant statutory authorities shall be informed immediately by the General Manager Operations and where required, the company Legal Counsel and company Insurer shall be informed as soon as possible.
7. Incident investigations shall be conducted by an appropriately trained and experienced person. In some cases, an investigation team with appropriately qualified, trained and experienced persons shall be established.
8. Incident details shall include a problem definition of the incident, the quick fixes applied, identified root causes, corrective action, responsible persons and evaluation and follow up. These details shall be recorded.
9. The potential severity of incidents shall be initially assessed, including matters which may have national security implications, and where required, statutory

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authorities (i.e. WorkCover, Police etc.) shall be notified in accordance with local legislative requirements. Significant incidents including matters which may have national security implications shall be reported to the following members as soon as possible and all cases with 24 hours of the incident:

- Site/Branch Manager (then to)
- General Manager Operations.

10. Reporting and investigation of injuries and Occupational Illnesses shall not breach medical confidentiality.
11. The outcome from investigations of injuries/illnesses and significant incidents shall be reported to the General Manager Operations. All nominated Responsible Managers / Supervisors shall be advised of any learning from investigations that could be beneficial to other parts of the company.
12. Records of incidents shall be retained indefinitely.
13. OHS&R training records shall be retained indefinitely.
14. Regular reviews of this procedure shall be conducted to ensure compliance with the mandatory requirements.

3. RESPONSIBILITIES

Responsible Manager

Ensure compliance with this procedure

4. REFERENCE DOCUMENTATION

- A. AUSTRALIAN AND NEW ZEALAND OHS&R LEGISLATION

5. FORMS

- A. INCIDENT REPORT