

**HEALTH, SAFETY, ENVIRONMENTAL
AND QUALITY MANAGEMENT
PROCEDURE FOR
INCIDENT MANAGEMENT**

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1. APPROVAL

Document Control			
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This procedure is reviewed to ensure its continuing relevance to the system and process that it describes. A record of contextual additions or omissions is maintained in the amendment record.			
Amendment Record			
Version	Date	Context	Summary of amendments
1.0	Insert Date	To develop, manage and maintain methods for responding to incidents.	Original
The latest revision of this procedure is on Insert Your Company intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed version of this procedure is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.			
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2. PURPOSE

The purpose of this procedure is to develop and maintain methods for responding to incidents that result in injury or damage, or otherwise have the potential to cause harm or damage, and to set clear responsibilities and accountabilities to ensure incidents are responded to, investigated and reported in an appropriate manner.

Additionally, this procedure ensures that records and statistics regarding incidents are maintained and legal obligations are met and enables management to predict and prevent the recurrence of similar incidents by the study of trends, cause and effect.

3. SCOPE

This procedure applies to the reporting, investigation and evaluation of incidents and near misses within **Insert Your Company**. It will apply to all employees and incidents that have caused injury or damage or have the potential to cause injury or damage.

When incidents occur, appropriate action should be taken including:

- Timely reporting and communication to relevant people.
- Thorough and appropriate investigation to establish immediate causes (contributing factors) and underlying causes.
- Establishment of appropriate actions (remedial, corrective and preventive) to prevent recurrence of the incident.
- Follow-up and review to ensure action plans implemented and are effective.

4. TERMS AND DEFINITIONS

Term	Definition
Complaint	Is an oral or written comment on the operations or products of the company by members of the public (including employees) or statutory authorities, where those comments are communicated to an employee of the company either orally or in writing.
Contaminated incident	Means an incident, involving contamination of the environment, that the administering authority is satisfied has caused or is likely to cause serious or material environmental harm.
Dangerous Electrical Event	Means: <ul style="list-style-type: none"> • When a person, for any reason, is electrically unsafe around high voltage electrical equipment, even if the person does not receive an electric shock or injury. • Significant property damage caused by electricity or something originating from electricity e.g. Electrical fire • Unlicensed electrical work.