Incident & Accident Reporting Procedure

Owner	Head of Operations
Approval	Directors
Version	1.0
Review	Annually
Standards	ISO 45001 · ISO 9001 · ISO 14001

1. Purpose

This procedure sets out how incidents, accidents, near misses, dangerous occurrences, and occupational ill health are reported, recorded, investigated, and reviewed within the company. The aim is to ensure compliance with health and safety legislation, prevention of recurrence through learning and corrective action, protection of employees, contractors, clients, and members of the public, and continuous improvement of health, safety, and operational performance.

This procedure forms part of the company's ISO Management System (ISO 45001, ISO 9001, and ISO 14001).

2. Scope

This procedure applies to all employees, directors and senior management, agency workers and contractors, and visitors and members of the public affected by company activities. It covers all company-controlled workplaces, client sites, and off-site activities.

3. Definitions

Accident: An unplanned event resulting in injury, ill health, or damage.

Incident: An unplanned event that could have caused injury, ill health, or damage (includes near misses).

Near Miss: An event that did not result in injury or damage but had the potential to do so.

Dangerous Occurrence: A serious incident defined under RIDDOR.

Occupational Ill Health: A condition caused or worsened by work activities.

4. Legal & Standards Framework

This procedure supports compliance with:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- PPE at Work Regulations 1992
- COSHH Regulations 2002
- ISO 45001: Occupational Health & Safety
- ISO 9001: Quality Management
- ISO 14001: Environmental Management

5. Responsibilities

5.1 Directors

- Ensure this procedure is implemented and resourced
- Review incident trends and corrective actions
- Ensure statutory reporting is completed where required

5.2 Head of Operations / Account Managers

- Ensure incidents are reported promptly at site level
- Lead or appoint investigators
- Implement corrective and preventive actions

5.3 Supervisors / Facilities Managers

- Make areas safe immediately after an incident

- Ensure first aid is provided
- Report incidents without delay
- Support investigations and evidence gathering

5.4 Employees & Contractors

- Report all incidents, accidents, and near misses immediately
- Cooperate with investigations
- Follow safe systems of work

6. What Must Be Reported

The following must be reported — no incident is considered too minor:

- Injuries (minor, serious, fatal)
- Near misses
- Dangerous occurrences
- Occupational ill health
- Property or equipment damage
- Environmental incidents (spills, releases)
- Acts of violence or abuse

7. Immediate Actions Following an Incident

1. Make the area safe (stop work if required)
2. Provide first aid or medical assistance
3. Contact emergency services if required
4. Preserve the scene where safe to do so
5. Inform the supervisor or site manager immediately

8. Reporting Process

All incidents must be reported using the Incident & Accident Report Form as soon as possible and no later than 24 hours after the event. Serious incidents must be reported to management immediately. Completed forms are submitted via the

company's Google reporting system. Records are retained in accordance with document control requirements.

9. Investigation

9.1 Investigation Triggers

- All injuries
- Near misses with high potential risk
- Dangerous occurrences
- Repeated incidents

9.2 Investigation Process

- Identify immediate and root causes
- Review risk assessments, COSHH assessments, and procedures
- Identify failures in controls, training, or supervision
- Recommend corrective and preventive actions

Investigations focus on learning and prevention, not blame.

10. RIDDOR Reporting

Where applicable, the company will submit reports to the enforcing authority in line with RIDDOR timescales:

- Fatalities and specified injuries: immediately
- Over-7-day injuries: within 15 days
- Dangerous occurrences and occupational diseases: as required

Only authorised persons may submit RIDDOR reports.

11. Corrective & Preventive Actions

- Actions are assigned, tracked, and reviewed
- Risk assessments and procedures are updated where required
- Additional training or PPE may be introduced
- Lessons learned are communicated to relevant staff

12. Records & Data Protection

- All incident records are treated as confidential
- Stored securely in line with GDPR
- Retained for a minimum of 3 years (or longer where required)

13. Monitoring & Review

- Incident trends are reviewed regularly
- Findings are discussed at management review meetings
- This procedure is reviewed annually or following a significant incident

14. Related Documents

- Incident & Accident Report Form
- Risk Assessment Procedure
- COSHH Procedure
- PPE Procedure
- First Aid Procedure
- Emergency Response Procedure