

ACCIDENT & INCIDENT REPORTING POLICY

Policy Statement: This policy outlines our procedures which are to be adopted when any employee, visitor or contractor experiences an accident or dangerous occurrence where the policy covers reporting and recording procedures for managers, employees and non-employees. McSence Group will ensure that suitable information and training will be given to all personnel regarding accident reporting and the location and completion of the accident forms.

All Employees: This policy applies to all persons working for or on our behalf of the McSence Group of Companies which includes the subsidiary companies - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd* in any capacity including but not limited to:

- ✦ All employees at all levels, prospective employees, agency workers, seconded workers, temporary workers, contractors/sub-contractors, clients, agents, external consultants, volunteers, members of the public, group's supply chain, third-party representatives and/or business partners who will be referred to in our Group policies as "all employees".

The Workplace: This policy applies to all persons working for or on our behalf of the McSence Group of Companies in any capacity at the workplace(s) as defined below which includes but not limited to:

- ✦ McSence Premises, Offices, Units, Business Park, Client's Premises, External Meeting Places, Customers' Homes, Gardens, Sheltered Housing, Whilst On-Call, On-Duty, Emergency Cover, Working from Home including On-Line Meetings, Whilst Driving in Company Time, Working Public Areas (café's, trains, coffee shops, buses etc) and will be referred to throughout this policy as "the workplace".

The Accident Report Form

All accidents resulting in personal injury, **regardless of how minor**, must be reported and recorded on a company accident report form. These are located in the Accident & Incident reporting Manual which can be found in the main office at Unit 2 t the McSence Business Enterprise Park. They will contain all the information which must be recorded by law i.e.:

- ✦ Full name, address and occupation of the injured person
- ✦ Date and time of accident
- ✦ Place where the accident happened
- ✦ Cause and nature of the injury
- ✦ Name, address and occupation of the person giving the notice, if other than the person injured.

Where possible, the employee involved in the incident is responsible for completing the accident report form and where this is not the case, responsibility for this lies with the employee's line manager. The Service Manager for is responsible for retaining the completed record forms and will ensure that they are kept confidential and secure.

We will retain our accident forms for at least 3 years from the date of the last entry.

The accident forms will be reviewed by senior management to ascertain the nature of the incidents which have Occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

Dangerous Occurrences: All dangerous occurrences must be reported immediately to the appropriate line manager for the company concerned, so that action can be taken to investigate the causes and to prevent a recurrence.

Reporting Procedure – Employees

All injuries, incidents or dangerous occurrences, **however minor**, must be reported to the appropriate line manager for the company concerned.

The company must be informed of all incidents and dangerous occurrences to enable us to take remedial action.

Injuries which occur whilst carrying out work duties off our premises must be reported in the same way to the occupier of the premises where the employee is working.

The employee's account must be entered as soon as possible after the event.

If an injury renders an employee unable to complete the accident report form, this should be by a witness or someone who is able to enter an account of the incident.

An injury may be dealt with by a first aider or by an appointed person. However, if an emergency arises, medical assistance e.g. an ambulance, must be called for at the first opportunity.

The procedure for accidents requiring an emergency services is as follows:

- + Ring 999 – you will need to precede this with 9 to get an outside telephone line
- + Give the exact location of the accident – be as precise and clear as you can
- + Arrange for someone to meet the ambulance and direct it to the scene of the accident
- + Contact a senior manager immediately

Where an accident results in absence from work, employees must adhere to the company rules on notification and certification in relation to sickness absence, and keep the company informed of their progress, up to and including a return to normal duties.

Reporting Procedure - Managers:

If an injury, incident or dangerous occurrence is reported to a member of our management, that person must advise a responsible person to ensure that appropriate records are maintained and that any necessary reporting to the enforcing authority is carried out.

Our designated responsible person is the Chief Executive.

Our responsible person has a duty to report the following injuries or dangerous occurrences:

Any fatality (employees and non-employees), whether or not they are at work, must be reported if it results from an accident arising out of, or in connection with work

- + Major injuries to employees
- + Injuries to non-employees as a result of an accident arising out of or in connection with work following which the injured person is taken straight to hospital for treatment
- + Major injuries to non-employees arising from, or in connection with hospital work
- + One (or more) of the reportable dangerous occurrences
- + Accidents which cause incapacity for work for more than three consecutive days. In calculating the three days, the day of the accident is not included, however, any days that would normally be working days e.g. Saturday and Sunday are included.

For example: if a person who normally works Monday to Friday and returns to work the following Wednesday, the Saturday and Sunday would have to be included when counting the days of incapacity. The total period of incapacity would be four days and the injury must be reported.

Incapacity for work does not necessarily mean actual absence from work if the person is incapable of doing the work which they might reasonably be expected to do, this is deemed to be "incapacity for work".

Additional dangerous occurrences may occur in relation to mines, quarries, transport systems and offshore workplaces and are listed in the Schedule to the Dangerous Occurrences Regulations [1995].)

All fatal accidents, major injury accidents / conditions and dangerous occurrences must be reported to the enforcing authority immediately by the quickest practicable means i.e. by telephone during normal office hours.

Our responsible person must then forward a written report to the enforcing authority, within ten days of the accident or dangerous occurrence, on form F2508.

Our responsible person must also report the following:

- ✚ If an employee dies within one year as a result of suffering at work an injury or condition which is reportable (either as a three-day accident or a major injury). This applies whether or not the accident was reported at the time. Notification should be made to the enforcing authority in writing as soon as we are aware of the death. There is no special form for this purpose.
- ✚ If an employee at work suffers from a reportable disease which is linked with their occupation, a report of the disease need only be sent to the enforcing authority if we receive a written diagnosis of one of the occupational diseases listed, from a registered medical practitioner, on a medical certificate, and the ill employee's current job involves the corresponding work activity specified.
- ✚ If someone in one of the following categories receives notification of any death or reportable major injury / condition, which has arisen out of or in connection with the gas supplied, filled, or imported, they must immediately notify the H.S.E. and send in a report on form F2508 within 14 days:
 - Those who supply flammable gas through a fixed pipe distribution system.
 - Those who fill, import, or supply refillable containers of liquefied petroleum gas (the retail trade is excluded).
- ✚ Approved persons under the Gas Safety (Installation and Use) Regulations 1994 are also obliged to notify dangerous gas fittings to the H.S.E. on form F2508 within 14 days.
- ✚ Our responsible person will retain a photocopy of any forms completed together with any other documents relating to the accident/incident.
- ✚ The injured employee's line manager is responsible for checking that any self-certification forms or medical certificates which are submitted are completed to reflect that the absence was caused by an accident at work.

Reporting procedure - Visitors / Contractors

The line manager and/or Business Unit Manager for each McSence Division is responsible for assisting contractors and visitors in complying with our company policy regarding accident reporting whilst on our company premises. Any non-employee who is involved in an accident whilst on our company premises must report the incident immediately to the person responsible for his or her presence on our premises. If the person responsible is not available, the visitor / contractor must obtain the assistance of our responsible person to ensure that the company procedure is adhered to. All injuries, **however minor**, must be reported on an accident report form. Visitors and contractors should also notify their own employer where applicable.

Information for Our Employees

A notice containing all the following information is posted on all of our Company notice boards:

- ✚ Accident reporting procedure
- ✚ Location and completion of accident report forms
- ✚ Name and position of our responsible persons
- ✚ Emergency contacts with external services.

We will also ensure that all new employees are aware of this information when they join our company, as part of Their induction training programme.

Records: Our responsible persons shall keep a record of all reportable accidents, dangerous occurrences and reportable diseases for at least 3 years.

Particulars to be kept are set out in Schedule 4 of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Procedure for Dealing with Health and Safety Issues

Where an employee raises a matter related to health and safety relating to accidents or dangerous occurrences, the company will:

- ✚ Take all necessary steps to investigate the circumstances
- ✚ Take corrective measures where appropriate
- ✚ Inform the employee of the results of the investigation and the action taken.

All accidents, **however minor**, and dangerous occurrences must be reported. In order to achieve this, we will adopt the following procedure:

- ✦ Ensure that all employees, visitors and contractors are informed of our accident reporting and recording procedure
- ✦ Obtain treatment for the injury from a first aider / appointed person / emergency services.
- ✦ Make the area safe following the incident (e.g. by using barriers, warning notices etc.), to safeguard other personnel in the vicinity except where the accident results in a major injury, in which case the scene will be left undisturbed until advised otherwise by the enforcing authority.
- ✦ Enter details on an accident report form and ensure that the records are kept confidential and secure
- ✦ Inform our designated responsible person, to ensure that all appropriate records are maintained and that any necessary reporting to the enforcing authority is carried out.
- ✦ Inform the injured person's manager who will ensure that the injured person keeps them informed of any after-effects of the incident, including periods of incapacity for work that results from an injury sustained during a work activity.
- ✦ Review existing workplace risk assessments and safe systems of work in the light of the accident investigation results to prevent a recurrence.

Incidents at work

Good practice indicates that all employers should maintain systems for:

- ✦ Prevention of accidents and dangerous occurrences.
- ✦ Investigation of accidents and dangerous occurrences.
- ✦ Analysis of types of accidents and dangerous occurrences, and their underlying causes and trends within the organisation
- ✦ Reporting of specified accidents and dangerous occurrences to the enforcing authority.

These points are enshrined in various statutes dealing with management of health and safety at work, risk assessment, reporting of accidents, major injuries and dangerous occurrences and are possibly the most visible of the health and safety officer's responsibilities. Any accident at work should be investigated to establish its cause, regardless of whether it involves an employee, a work-experience trainee, self-employed person or contractor working on the premises, a visitor, or member of the public.

Definitions

- ✦ **Accident:** An unexpected occurrence which upsets a planned sequence of events or actions resulting in loss of production, damaged plant and equipment and/or injury to personnel.
- ✦ **Adequate resources:** A 'responsible person' must be provided with sufficient time and authority to ensure that the role can be fulfilled effectively.
- ✦ **Dangerous occurrence:** An unplanned event which is specifically identified in Schedule 2 of 'RIDDOR' and is reportable to the enforcing authority.
- ✦ **Near miss:** Any unplanned event which has the potential to result in an actual injury, or dangerous occurrence. This definition does not include actual dangerous occurrences which are to be reported to the enforcing authority.
- ✦ **Reportable disease:** A work-related disease or condition listed in the RIDDOR from which an employee or self-employed person is suffering, and which has been confirmed by a medical practitioner.
- ✦ **Responsible person:** This is the person who must investigate incidents and make statutory reports to the authorities. Generally, this will be the employer but in serious cases, for example where there is a degree of urgency caused by a fatal accident or dangerous occurrence, the person in control of the premises is responsible. Where mines, quarries, tips, pipelines or road transport are concerned then specific people are designated as 'responsible' in the regulations concerned. In the case of incidents involving flammable gas, it is the gas supplier who is responsible, or the person who filled or imported an LPG container involved in the incident.

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS - RIDDOR

The 'Reporting of injuries, diseases and dangerous occurrences regulations 1995'.

Safety representative: It should be noted that trade union safety representatives have rights to investigate accidents and dangerous occurrences where their members have an interest and are entitled to see and make copies of any records that are required by statute, for example, the RIDDOR report form. There are no parallel rights for representatives of employee safety in workplaces where trade unions are not involved. Nonetheless, any changes made in health and safety management systems or the working environment are subject to the requirement for consultation with workers' safety representatives.

Legislation: The 'Health and safety at work etc act 1974' contains general duties for employers to provide safe workplaces. This was expanded in the 'Management of health and safety at work regulations 1999', which includes requirements that all employers must 'make and give effect to such arrangements as are appropriate, having regard to the nature of his activities and the size of his undertaking for the effective planning, organisation, control, monitoring and review of the preventive and protective measure.'

The 'Reporting of Injuries, diseases and dangerous occurrences regulations 1995': RIDDOR contains a number of detailed requirements:

- ✚ Categorises injuries and details those which are to be reported to the HSE or local authorities.
- ✚ Specifies which diseases and dangerous occurrences are to be reported.
- ✚ Determines the records which are to be kept.

The 'Health and safety (first aid) regulations 1981': These state that employers must provide:

- ✚ Adequate and appropriate equipment and facilities.
- ✚ Adequate numbers of suitable persons to administer first aid.
- ✚ A responsible person to take charge when the designated first-aider is absent.
- ✚ Information to all employees concerning the arrangements for first aid.

Implementing near miss accident/incident reporting

Why is a system required?

There have been a number of studies published over the last three or four decades which have shown there are benefits to be had from introducing a reporting system for near misses, as a means of reducing the numbers of actual accidents.

One of the most famous of these studies, and perhaps considered the grandfather of them all, was published by Frank Bird, an American management guru who designed the so-called 'Birds Triangle'. This illustrates the principle that out of every 300,000 unsafe acts there is the potential for over 10% to result in an accident with varying degrees of severity, with the probability of one fatality. The implication is that by reducing the number of all incidents, the probability of a serious incident occurring is diminished. It is an example of the 'zero tolerance' attitude to incidents. 'Birds Triangle' gives the following statistics arising out of the 300,000 unsafe acts:

- ✚ Unsafe acts 300,000
- ✚ Potential hazards or near-miss incidents, 30,000
- ✚ First aid or minor injuries, 300
- ✚ Major injuries, 30
- ✚ Fatalities, 1

Barriers to introducing a reporting system

- ✚ **Organisational culture:** A positive attitude from all concerned within the organisation to promote good health and safety practices. A 'blame culture' is the antithesis of an effective safety culture.
- ✚ **Individual attitudes:** Reporting unsafe acts or near misses may appear to be betraying their friends or colleagues.

Categorisation of accidents and incidents

To enable effective analysis of accidents, incidents, dangerous occurrences or diseases it is necessary to categorise them. Broadly speaking legislation has already laid down the categories strict reporting criteria laid down in RIDDOR which can be incorporated into the incident management system. **Reportable Accidents are as follows:**

Death: As an immediate result of a work related accident, or a death within 1 year from a reportable accident.

REPORTABLE ACCIDENTS

To enable effective analysis of accidents, incidents, dangerous occurrences or diseases it is necessary to categorise them. Broadly speaking legislation has already laid down the categories strict reporting criteria laid down in RIDDOR which can be incorporated into the incident management system. **Reportable Accidents** are as follows:

Death: As an immediate result of a work-related accident, or a death within one year from a reportable accident.

Major injury: Major injuries are listed in RIDDOR and include:

- ✚ Amputation of a finger, thumb or toe, or any part of these if the bone or joint is completely severed.
- ✚ Decompression requiring immediate medical assistance (but see the 'Diving operations at work regulations 1981').
- ✚ Fracture of any bone in the arm, wrist, leg or ankle (excluding the hand or foot).
- ✚ Fracture of the skull, spine or pelvis.
- ✚ Illness requiring immediate medical attention plus loss of consciousness due to chemical inhalation, absorption or ingestion.
- ✚ Illness requiring medical attention due to exposure to a pathogen or infected material.
- ✚ Injury requiring immediate medical assistance, or loss of consciousness, resulting from electric shock.
- ✚ Injury resulting in immediate admission to hospital for more than 24 hours.
- ✚ Loss of consciousness due to asphyxiation (lack of oxygen).
- ✚ Loss of sight of an eye, or a penetrating injury to the eye, or a chemical/hot metal burn.

Reportable accident: An accident which causes three or more consecutive days of incapacity for work. The day of the accident does not count, but weekends and holidays do. Please note that 'incapacity' means unavailability for normal work, so a substantial variation of normal working might also count towards the three days. Acts of violence done to people at work and suicides on railways are now included.

Dangerous occurrences: These are too numerous to list here, but the complete list can be found in schedule 2 of RIDDOR 1995, with more detailed explanation in HSE 'Guide L73'.

Reportable diseases: All reportable diseases are linked with work-related exposures to substances, pathogens or infected material, and physical agents such as radiation, pressure, vibration and repetitive work. A medical certificate confirming the diagnosis is required. The list of reportable diseases is too long to show here, but a complete explanation is available on p55 of HSE Guide L73 'A guide to the reporting of injuries diseases and dangerous occurrences regulations 1995'.

Informal incident categories: Aside from the legal categories, these categories can be used for both statistical analysis and in determining incident investigation criteria. There are two further sets of categories to be defined for use in internal operating systems.

No lost time: An accident requiring the injured person to report for first-aid treatment, but not so severe as to incapacitate the employee for more than two days.

Negligible: Only result in first-aid treatment on site, with return to work without further loss of time.

INVESTIGATING INCIDENTS

All employers have a duty to monitor and review their health and safety management system. One of the ways of complying with this is to investigate accidents/incidents and then implement appropriate remedial actions. In addition to the investigations required by law, every organisation should determine the criteria by which non reportable incidents are to be investigated, and the degree or depth of that investigation. All reportable incidents must be investigated, and remedial actions identified, implemented and monitored, as follows:

Negligible: (no lost time and only first aid required): No investigation required unless the organisation chooses to. Enter into accident book.

Moderate: (lost time of up to 3 days plus first aid): Line manager to decide if investigation required. Enter into accident book and write short report with recommendation.

Serious: (lost time reportable accident): Investigation required. Record in accident book. Requires reporting to the enforcing authority within 10 days on form F2508.

Major: (major injury, reportable disease, or dangerous occurrence)
Investigation necessary. Report to the enforcing authority immediately by telephone.

Fatality: Inform the enforcing authority by telephone immediately.

In addition to the investigations required by law, every organisation should determine the criteria by which non-Reportable incidents are to be investigated, and the degree or depth of that investigation.

PROCEDURE FOR INCIDENTS REQUIRING FURTHER INVESTIGATION

1. Incident occurs
2. Responsible person or line manager informed
3. Any critical remedial measures required to prevent re-occurrence are implemented immediately.
4. Accident investigation procedure implemented as soon as possible. This is a process of identifying the direct causes of an incident and analysing the supporting root causes until relevant safety objectives are identified. Ask what, who, when, where and how (can it be prevented). This information will determine:
 - ✚ General preventative measures required
 - ✚ Weak points of safety management
 - ✚ Prevention of a recurrence
5. Obtain statements from injured person (if practicable), and witnesses. These may be used in criminal or civil proceedings, or to respond to a claim for industrial injury benefit.
6. Report completed and sent to the authorities (if appropriate).
7. Recorded data stored with a unique reference number.
8. Implementation dates for remedial action agreed.
9. Monitor and review the remedial action

Causes of accidents

Employers have the primary responsibility to ensure these causes are addressed, although employees have a duty to co-operate with their employer where the main causes of accidents are:

- ✚ Breach of instructions or ignoring safety procedures.
- ✚ Design and layout of the workstation.
- ✚ Insufficient training.
- ✚ Lack of supervision and control.
- ✚ Mechanical failure.
- ✚ Poor housekeeping or maintenance.
- ✚ Unsatisfactory systems of work.

Collating and analysing accident statistics: In most organisations there will be specific types of accident trends, usually dependent upon the business of that organisation. For employers to fulfil their duties towards the maintenance of a safe working environment, these trends need to be identified and remedial actions implemented.

Collation process: Decide what information you need and Set up a management system to get that information.

- + Number of personnel on site at that time.
- + Number of hours worked.
- + Number of accidents – reportable/non-reportable.
- + Number of days lost.

Methods of analysis: Negligible incidents are to be found in the accident book and must be periodically monitored to determine if trends are apparent. What looks to be a minor occurrence on its own can become significant if there is an epidemic of them.

In larger organisations, a more methodical approach is required involving incident data analysis:

Annual injury incidence rate

This HSE method provides a formula for calculating the rate of accidents per 100,000 employees per year:

$$\frac{\text{Number of reportable injuries} \times 100,000}{\text{Average number employed during the year}}$$

Frequency rate

A method often used where the numbers of employees is smaller is to determine the frequency rate of incidents. This method counts working hours and is commonly used to provide month-on-month comparison figures however, it can be used for any time period.

$$\frac{\text{Number of injuries in the period} \times 1,000,000}{\text{Total hours worked during the period}}$$

Gravity rate: A so-called 'gravity rate' can also be calculated:

$$\frac{\text{No of days lost} \times 1000}{\text{Total hours worked during the period.}}$$

For greater accuracy, holidays and sickness would be deducted from the total hours' figures. This calculation can be applied to all categories of accidents e.g. 'no lost time', 'lost time', etc.

HOW TO COMPLY WITH RIDDOR

The enforcing authorities do investigate reportable occurrences, during which they will require the organisation to produce evidence not only of an adequate health and safety management system, but also that the accident has itself been investigated and remedial actions implemented. Each category of reportable occurrence has a definite protocol by which it must be reported.

Death:

- ✚ Report immediately by the quickest method available e.g. by telephone.
- ✚ Confirm on form F2508 within 10 days.
- ✚ Carry-out investigation.
- ✚ Records must be retained for at least three years from the date of the report.

Major injury:

- ✚ Receives immediate treatment by a doctor or hospital off-site.
- ✚ Entered into the accident book by responsible person.
- ✚ Report immediately by the quickest method available e.g. by telephone
- ✚ Confirm on form F2508 within 10 days.
- ✚ Carry-out investigation.
- ✚ Records must be retained for at least three years from the date of the report.

Reportable accident:

- ✚ Receives first aid treatment and/or is treated by a doctor off-site
- ✚ The accident is recorded in the accident book by either the injured person, the first-aider or the responsible person.
- ✚ The accident is brought to the attention of the line manager.
- ✚ Responsible person completes report form F2508 and sends it to the enforcing authority within 10 days.
- ✚ Carry-out investigation.
- ✚ Records must be retained for at least three years from the date the report was made.

Dangerous occurrence:

- ✚ Incident occurs.
- ✚ Reported to the line manager or responsible person. That person immediately contacts the enforcing authority by telephone etc, and confirms it is a reportable dangerous occurrence.
- ✚ Completes report form F2508 and sends it to the enforcing authority within 10 days.
- ✚ Investigate incident.
- ✚ Retain records for at least three years either at the site where the incident occurred or at the normal workplace of the responsible person.

Reportable disease

- ✚ Notification is received from a doctor that an employee has contracted a reportable work-related disease.
- ✚ The line manager refers the matter to the responsible person, who confirms the disease is reportable.
- ✚ Completed report form F2508A sent to the enforcing authority within 10 days.
- ✚ Investigation to ensue.
- ✚ Retain records at the place of work where the disease occurred or at the normal workplace of the responsible person for at least three years from the date of the report.

Recording and communicating results

It is the duty of every employer to retain records of reportable accidents etc. Any information specifically referring to an accident must be held for at least three years. The enforcing authorities are also very keen that all records should be held in an easily retrievable fashion.

As well as the details of incidents the following records must be kept.

Arrangements for accident prevention within the organisation. No specific forms are required for this section. However, the following must be recorded:

- ✚ Arrangements for providing a competent person to manage health and safety.
- ✚ Health and safety policy arrangements for accident prevention.

Accident categories

The criteria used within the organisation for categorisation of accidents must be recorded.

Reportable accidents

There are specific forms to be used for reporting to the Enforcing Authorities. Copies of these must be retained for at least three years.

- ✚ Form F2508 should be completed by the employer when a work-related accident, or dangerous occurrence happens which meets the reporting criteria of RIDDOR. It is permissible to send the information via another reporting method as long as it contains all the relevant information.
- ✚ Form F2508A should be completed when confirmation is received of the diagnosis of a disease which is contained within the RIDDOR reporting criteria.
- ✚ Form F2508G should be completed following an incident involving death or major injury caused by flammable gas.

Internal Accident Report Form

The information which must be retained in this section depends upon where the accident/incident occurred and to whom:

- ✚ Accident occurs at their place of work:
- ✚ Date of injury.
- ✚ Exact location at time of incident.
- ✚ Full name.
- ✚ Occupation.
- ✚ Nature of injury.

Accident occurs at a place which is not the normal place of work:

- ✚ Date on which the event was first reported and to whom.
- ✚ Full name.
- ✚ Standing of the injured party e.g., passenger or customer.
- ✚ Nature of injury.
- ✚ Exact location of accident or dangerous occurrence.
- ✚ Brief description of incident.

Occupational diseases as listed in RIDDOR:

- ✚ Date of diagnosis.
- ✚ Name of the person affected.
- ✚ Occupation.
- ✚ Name or nature of disease.
- ✚ Date when disease was first reported to the enforcing authority.
- ✚ How the report was made e.g., by telephone etc.

Accident book: This is the first link in the chain of records required for accident investigation. It is

- ✚ To be held in a place where all personnel have access to it. In large organisations it may be necessary to hold more than one book.
- ✚ To include all accidents, however minor.
- ✚ To be monitored on a regular basis by responsible personnel.

Information required for each entry:

- ✚ Full Name.
- ✚ Occupation.
- ✚ Date and time of accident and brief outline of circumstances.
- ✚ Brief description of injury.
- ✚ Location of accident.
- ✚ Signature.

Contractors' Report Form:

Contractors are liable for reporting their own accidents to the enforcing authority. However, this could lead to a breach of duty should the contracting organisation remain unaware of unsafe occurrences on site therefore, they must maintain systems to ensure that this does not happen. A simple contractors' accident report form will provide the answer, and it should become part of the dossier or file on that contractor which may then be used to influence the renewal of further contracts, or to create preferred contractors list.

McSence Group Accident Report Form

Report Number:	Date:
Compiled By:	Position:
Details of Accident Date of Accident: _____ Time of Accident: _____	
Details of Injured Person Employee's Name: _____ Job Title: _____ Home Address: _____ Contact Number: _____ Injury Sustained: _____ Details of Accident: _____ Continue overleaf if necessary	
Details of Witness (es) if any: Name: _____ Address: _____ Statement: _____	
Actions Taken to prevent recurrence _____	
Is the accident reportable? No. _____ If yes complete F2508 online to HSE	
Details of First Aid given: <input type="checkbox"/> Did the employee go back to work? <input type="checkbox"/> Did the employee go home? <input type="checkbox"/> Did the employee go to hospital?	
Employee Signature: _____	
Managers Signature: _____	

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURANCES REGULATIONS – (RIDDOR) UPDATED 2013

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) is a piece of health and safety legislation that was updated in 2013. It introduced significant changes to the previous reporting requirements in order to simplify them. RIDDOR applies to every workplace and puts duties on employers, the self-employed and people in control of work premises (the 'Responsible Person') to report and keep records of:

- ✚ work-related accidents which cause death;
- ✚ work-related accidents which cause certain serious injuries (reportable injuries);
- ✚ diagnosed cases of certain industrial diseases; and
- ✚ certain 'dangerous occurrences' (incidents with the potential to cause harm).

There are also special requirements for **gas incidents**.

Reporting allows the enforcing authorities, including the Health and Safety Executive (HSE) and local authorities, to monitor accident trends, identify how risks arise and investigate serious accidents. They can then target their work to provide specific guidance and advice about how to avoid work-related deaths, injuries and ill health.

RIDDOR is in place to hold employers responsible for negligence or bad working behaviours. If employers fail to report incidents, they are breaking the law. By reporting any incidents as required, employers ensure that these risks are addressed, don't escalate and are kept to a minimum.

The legislation encourages people to follow health and safety procedures to help keep everyone safe while they're at work. A consistent health and safety record helps to protect the image and reputation of the company.

Reportable Incidents

In order to comply with RIDDOR, you need to report certain types of incidents and injuries to the HSE. Not all accidents need to be reported. A RIDDOR report is only required when:

- ✚ the accident is work-related
- ✚ the accident results in an injury of a type which is reportable.

For the purposes of RIDDOR, an accident is a separate, identifiable, unintended incident that causes physical injury. Under the legislation, there are four types of reportable injury.

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 (regulation 4) replaces the previous list of 'major injuries' in RIDDOR 1995. They are:

- ✚ fractures (other than to fingers, thumbs and toes);
- ✚ amputations;
- ✚ any injury likely to lead to permanent loss of sight or reduction in sight;
- ✚ any crush injury to the head or torso causing damage to the brain or internal organs;
- ✚ serious burns (including scalding) which:
 - covers more than 10% of the body; or
 - causes significant damage to the eyes, respiratory system or other vital organs;
- ✚ any scalping requiring hospital treatment;
- ✚ any loss of consciousness caused by head injury or asphyxia;
- ✚ any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness; or
 - requires resuscitation or admittance to hospital for more than 24 hours

The HSE have further guidance on **specified injuries** to workers.

Over seven day incapacitation of a worker

Accidents that result in an injury where an employee or self-employed person is away from work, or unable to perform their normal work duties, for more than seven consecutive days must be reported. This seven day period does not include the day of the accident, but does include weekends and rest days.

Approximately 138,000 injuries with over seven days absence were reported in 2018/19

Injuries to non-workers

Work-related accidents involving members of the public or people who are not at work must be reported if a person is injured, and is taken from the scene of the accident to hospital for treatment to that injury. There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Reportable Occupational Diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These diseases include (regulations 8 and 9):

- ✚ carpal tunnel syndrome;
- ✚ severe cramp of the hand or forearm;
- ✚ occupational dermatitis;
- ✚ hand-arm vibration syndrome;
- ✚ occupational asthma;
- ✚ tendonitis or tenosynovitis of the hand or forearm;
- ✚ any **occupational cancer**; or
- ✚ any disease attributed to an occupational exposure to a **biological agent**;
- ✚ The HSE have further guidance on **occupational diseases**.

Reportable Dangerous Occurrences

Dangerous occurrences are certain, specified near-miss events. The list of dangerous occurrences in Schedule 2 of RIDDOR outlines three types of reportable dangerous occurrence.

1. General (incidents occurring at any workplace)

These dangerous occurrences apply to all workplaces and include incidents involving, lifting equipment, pressure systems, overhead electric lines, electrical incidents causing explosion or fire, explosions, biological agents, radiation generators and radiography, breathing apparatus, diving operations, collapse of scaffolding, train collisions, wells and pipelines or pipeline works.

2. Incidents occurring at any place other than an offshore workplace

These incidents do not require a report if they occur at an offshore workplace. They include structural collapses, explosions or fires, releases of flammable liquids and gases and hazardous escapes of substances.

3. Incidents occurring at specific types of workplace

Industries with specific requirements are: offshore workplaces, **mines, quarries and relevant transport systems**.

RIDDOR Reporting Exemptions

Generally, reports are not required (regulation 14) for deaths and injuries that result from:

- ✚ medical or dental treatment, or an examination carried out by, or under supervision of, a doctor or registered dentist;
- ✚ the duties carried out by a member of the armed forces while on duty;
- ✚ road traffic accidents, unless the accident involved:
 - the loading or unloading of a vehicle;
 - work alongside the road (e.g. construction or maintenance work);
 - the escape of a substance being conveyed by a vehicle; or
 - a train

Who Should Submit A RIDDOR Report?

Only 'responsible persons' including employers, the self-employed and people in control of work premises should submit reports under RIDDOR.

There are also a number of special instances involving gas suppliers and engineers, working offshore, mines, tips, quarries, pipelines and wells where RIDDOR specifically lists the 'responsible person'.

Employees do not have a legal responsibility to report incidents under RIDDOR. However, if employees witness or experience an incident that would fall under RIDDOR, they should report it to the appropriate person.

It is not appropriate for injured persons, members of the public or others who do not have duties as 'responsible persons' under RIDDOR to use this reporting system.

When & How To Submit A RIDDOR Report

The nature of the incident being reported will determine the procedure set out in RIDDOR:

- ✚ Fatalities, injuries and dangerous occurrences should be notified to the authorities by the quickest practicable means and have a full report submitted within 10 days.
- ✚ Accidents that result in the incapacitation of workers for over seven days must be reported within 15 days from the day of the incident.
- ✚ In occupational diseases, a report of the diagnosis should be sent without delay.

Prior to 2013, a report needed to be submitted when workers were incapacitated for over three days. You must still keep a record of over three day injuries (e.g. in your accident book), but they no longer require a report to be submitted.

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries only - call the Incident Contact Centre **on 0345 300 9923** (opening hours Monday to Friday 8.30 am to 5.00pm).

Reporting out of hours

The HSE and local authority enforcement officers are not an emergency service; however, the HSE does have an out of hours duty officer. The type of circumstances where the HSE may need to respond out of hours are:

- ✚ following a work-related death;
- ✚ following a serious incident where there have been multiple casualties; or
- ✚ following an incident which has caused major disruption (e.g. closure of roads or evacuation of people).

If your incident fits these descriptions ring the duty officer on **0151 922 9235**.

Recording requirements

You must keep a record of any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR. Employers are generally advised to record all workplace accidents and near-miss incidents regardless of any impact on the employee's ability to work. Typically, employers use accident books to record injuries which is sufficient to fulfil the injury reporting requirements.

Capturing details of any incident is a valuable management tool that can be used as an aid to risk assessment, helping to identify potential risks and develop solutions to mitigate them. Records, therefore, can help to build a picture of your organisation's health and safety record, prevent injuries and ill health, and minimise costs from accident loss.

RIDDOR records must be provided when asked by the HSE or local authority and are required to be kept for a minimum of three years after the date of the last incident in the book.

What Happens If I Don't Report An Accident Under RIDDOR?

By not following the correct procedure, you run the risk of being prosecuted by the HSE or local authorities. As an employer, it is your duty to show due-diligence to the legislation. In addition, you must be able to prove that you have taken steps to prevent similar incidents from happening again.

FIRST AID ARRANGEMENTS: The Health and Safety (First Aid) Regulations 1981 require our Company to provide adequate or ensure that there are provided, such equipment and facilities as are adequate and appropriate in the circumstance for enabling first aid to be rendered to our employees if they are injured or become ill at work.

The company shall also provide, or ensure that there is provided, such number of suitable persons as is adequate and appropriate in the circumstances for rendering first aid to employees if they are injured or become ill at work.

These persons will only be appointed after they have undergone:

- ✚ Such training and qualification as the HSE approve for our case, and
- ✚ Such additional training as may be appropriate in the circumstances of our case.

The following arrangements will be followed in order to ensure that suitable and sufficient provision of first aid personnel, appointed persons and equipment is available in the workplace:

- ✚ First aid personnel who want to continue being a first aider will be retrained prior to their certificate expiry date
- ✚ We will ensure that an appropriate number of first aid personnel are present in the workplace at any one time (allowing for holidays, shift patterns etc.)
- ✚ We will ensure that employees are familiar with the identity and the location of their nearest first aider /appointed person, the first aid equipment and the procedures to be followed in the event of illness or injury at work
- ✚ The names and locations of first aid personnel and equipment must be displayed on the notice boards
- ✚ We will ensure that the information displayed on the notice boards is updated to reflect any changes in location or changes in first aid personnel and appointed persons which may take place
- ✚ We will ensure that the contents of each first aid box are regularly checked to establish that supplies are sufficient to meet demand
- ✚ We will ensure that there is easy access to first aid equipment at all times and that provision is made for employees who work away from our premises
- ✚ We will summon professional assistance where necessary
- ✚ We will ensure that details of all accidents

Where a first aider is absent in temporary and exceptional circumstances, an appointed person will take charge of the facilities and the equipment and take charge in any first aid situation. The person responsible for the implementation of this policy is the Chief Executive. The first aid equipment is located in every unit at the McSence Business Enterprise Park and in every company vehicle. The following arrangements will be followed in order to ensure that suitable and sufficient provision of first aid personnel, appointed persons and equipment is available in the workplace:

- ✚ First aid personnel who want to continue being a first aider will be retrained prior to their certificate expiry date.
- ✚ We will ensure that an appropriate number of first aid personnel are present in the workplace at any one time (allowing for holidays, shift patterns etc.)
- ✚ We will ensure that employees are familiar with the identity and the location of their nearest first aider /appointed person, the first aid equipment and the procedures to be followed in the event of illness or injury at work
- ✚ The names and locations of first aid personnel and equipment must be displayed on the notice boards.
- ✚ We will ensure that the information displayed on the notice boards is updated to reflect any changes in location or changes in first aid personnel and appointed persons which may take place
- ✚ We will ensure that the contents of each first aid box are regularly checked to establish that supplies are sufficient to meet demand
- ✚ We will ensure that there is easy access to first aid equipment at all times and that provision is made for employees who work away from our premises
- ✚ We will summon professional assistance where necessary
- ✚ We will ensure that details of all accidents treated on site by first aid personnel and appointed persons are reported and recorded as necessary.

Assessments: We have conducted our assessments to determine the likely or foreseeable hazards within our workplace to establish our first aid provisions and, these are contained within this policy statement. We will review our first aid needs and arrangements regularly and, in particular if we have any changes which may affect our original assessment. The Chief Executive is responsible for arranging the assessments and for keeping a record of our assessments.

First Aid Personnel: We will provide first aid facilities or treatment to non-employees i.e. visitors, in addition to our employees and we have checked that we have the appropriate liability insurance.

First Aid Personnel: From our assessment we have decided that we will provide 5 First Aiders. In their absence we have 3 Appointed Persons.

Appointed Persons: From our assessments having considered all the various issues we have decided that we will provide 3 appointed persons.

- ✚ Our “appointed persons” will be responsible for calling for professional assistance.
- ✚ Our “appointed persons” will not render any first aid treatment other than emergency first aid and only when they have been specifically trained in these procedures.

Appointed persons must attend a basic emergency first aid course which will include:

- ✚ Emergency actions
- ✚ Cardio-pulmonary
- ✚ Control of bleeding and treatment of wound
- ✚ Treatment of unconscious casualties.

Training and Certification First Aiders will only be appointed when they have undergone appropriate training and when they have received an approved First-Aid Certificate. First-Aiders’ Certificates of qualification are valid for three years. After that time the First Aider must take a two-day refresher course and be re-examined before re-certification is allowed. If the three-year period elapses the First Aider must re-take the full First Aid course. We have determined from our assessments that our first aiders will not require further specialist training and the Chief Executive is responsible for ensuring the training is arranged.

Selection of First Aiders / Appointed Persons: In selecting our first aiders or appointed persons we will consider the personal qualities of the individual to ensure that these meet the requirements of a First Aider / Appointed Person i.e. can they remain calm in an emergency and can they communicate effectively. We will also consider their availability to leave their job to treat an individual.

Information for Our Employees: We will also ensure that all new employees are aware of this information when they join our Company, as part of their induction program and the Chief Executive is responsible for ensuring that this information is kept up to date. A notice containing all the following information is posted on all of our Company notice boards:

- ✚ Name of First Aiders
- ✚ Location of First Aiders i.e., Departments
- ✚ The locations of all our First Aid Facilities i.e., boxes etc.
- ✚ The procedure for accidents requiring an ambulance.

First Aid Equipment: To assist our First Aiders, First Aid Boxes are situated in the following areas:

- ✚ In each unit within the McSence Business Enterprise Park
- ✚ In all Company vehicles.

First Aid Boxes: Our first aid boxes are clearly marked with a white cross on a green background. The minimum contents within these are:

- ✚ A general guidance leaflet on first aid
- ✚ 20 individually wrapped sterile adhesive dressing (assorted sizes)
- ✚ 2 sterile eye pads
- ✚ 4 individually wrapped triangular bandages (preferably sterile)
- ✚ 6 safety pins
- ✚ 6 medium-sized individually wrapped sterile unmedicated wound dressings (approx. 12cm x 12cm)
- ✚ 2 large sterile individually wrapped unmedicated wound dressings (approx. 18cm x 18cm)
- ✚ 1 pair of disposable gloves

The Chief Executive is responsible for ensuring the replacement of the contents and the regularly checking to ensure that the contents are safely discarded after their expiry date. Line managers should be contacted to reorder any contents.

Travelling First Aid Kits: As we have employees who work away from our premises, we have provided them with travelling first aid kits. These kits contain the following:

- ✚ General guidance leaflet on first aid
- ✚ 6 individually wrapped sterile adhesive dressings
- ✚ 1 large sterile unmedicated dressing (approximately 18cm x 18cm)
- ✚ 2 triangular bandages
- ✚ 2 safety pins
- ✚ Individually wrapped moist cleansing wipes
- ✚ 1 pair of disposable gloves

The Chief Executive is responsible for ensuring the replacement of the contents and the regularly checking to ensure that the contents are safely discarded after their expiry date. Line managers should be contacted to reorder any contents.

Procedure for Dealing with Accidents Requiring an Ambulance:

Our procedure is as follows:

- A) Ring 999 – you will need to precede this with a 9 to get an outside telephone line
- B) Give the exact location of the accident – be as precise and clear as you can
- C) Arrange for someone to meet the ambulance and direct it to the scene of the accident
- D) Contact a senior manager immediately.

This information is displayed on our Company Notice Boards.

Record Keeping:

We retain first aid records which detail the following:

- ✚ Full name and job of the injured or ill person
- ✚ Date, time and place of accident
- ✚ Details of the injury / illness and what first aid was given
- ✚ What happened to the person immediately afterwards
- ✚ Name and signature of the first aider or person dealing with the incident.

The Chief Executive is responsible for retaining the records who will ensure that they are kept confidential and Secure where a the book containing these record forms is located in the main office in Unit 2 at the McSence Business Enterprise Park. The Chief Executive is responsible for retaining the completed records who will ensure that they are kept confidential and secure.

- ✚ Full name, address and occupation of injured person
- ✚ Date and time of the accident
- ✚ Place where accident happened
- ✚ Cause and nature of injury
- ✚ Name, address and occupation of person giving the notice, if other than the injured person.

Procedure for Dealing with Health and Safety Issues

Where an employee raises a matter relating to the provision of first aid at work, the company will:

- ✚ Take all necessary steps to investigate the circumstances
- ✚ Take corrective measures where appropriate
- ✚ Inform the employee of the results of the investigation and the action taken.

Company Intranet – Staff Zone: All the McSence Groups policies, procedures, handbooks are available on-line to all employees on the McSence Group's Staff Zone Intranet via our website [Login | McSence](#)

Compliance: Failure to comply with the provisions of this Policy may result in Disciplinary proceedings.



McSence Group Signatory:

David Maxwell | Chief Executive

McSence Group - *McSence Communication Ltd, McSence Ltd, McSence Services Ltd & McSence Workspace Ltd*

T: 0131 454 1500 | E: mail@mcsence.co.uk | W: www.mcsence.co.uk | FB: www.facebook.com/McSenceGroup

Policy Amendments & Revisions: This policy will be reviewed annually and, if necessary, revised in the light of legislative or organisational changes. Improvements will be made by learning from experience and the use of an established annual review. Should any amendments, revisions, or updates be made to this policy it is the responsibility of the Company Senior Management Team (SMT) to see that all relevant employees receive notice and training if necessary.

POLICY