



POLICY & PROCEDURE

INCIDENT REPORTING & INVESTIGATION

POLICY STATEMENT

All types of adverse events that occur in First Responder Training office shall be, as reasonably practicable, be documented, reported, evaluated, investigated and resolved through proper systematic means and joint effective teamwork with the aim of preventing recurrence of such events in the future, identify controls that need to be put in place and/or possible weaknesses in the existing controls and continuously improve the management system.

PURPOSE

1. To provide a systematic approach of reporting, evaluating, investigating and resolving adverse events based on internationally accepted standards and practices.
2. To provide a productive and dynamic avenue to exercise the effectiveness of cross functional teamwork and cooperation across the ranks, both internally and externally, as the best tool to prevent adverse event from occurring.

SCOPE

1. Applies to all work activities and work situations
2. Applies to all instructors and employees of First Responder Training.

RESPONSIBILITIES

Instructor

1. Report occurrence of any adverse event to Manager and Managing Director.
2. Incident to be in writing.
3. Incident report to be filed appropriately.
4. Countermeasures to prevent recurrence of similar adverse events in the future.

Investigating Person

1. Investigate the adverse event based on the evaluation made by Instructor/Student.
2. Report the result of investigation to Managing Director.
3. Identify the causes and action plans to prevent recurrence in the future.

POLICY

1. All adverse events will be reported, evaluated, investigated and resolved using a commonly approved procedures and forms. The forms will be made available in both hard and soft copies and will be kept on file for a maximum of 5 years.
2. Adverse events, as reasonably practicable, are encouraged to be resolved through teams to maximize results.
3. For practical purposes, the adverse event will be evaluated based on the following and will be prioritized and treated properly based on investigation level:
 4. actual or worst potential consequences and likelihood of occurrence
 5. the potential for learning lessons, for example, if had a number of similar events happened, even if each single event is not worth investigating in isolation
6. Events which may affect or have already affected the student/visitors or employees
7. All means will be explored, as reasonably practicable, to eliminate the source of hazards or risk as the ultimate primary solution to prevent any adverse event to occur and re-occur.

PROCEDURE

Definitions:

Adverse Event	either an accident or an incident
Accident	an event resulting to injury or ill health
Incident	either a near miss or an undesired circumstance
Near miss	an event that, while not causing harm, has the potential to cause injury or ill health
Undesired circumstance	a set of conditions or circumstances that have the potential to cause injury or ill health
Dangerous occurrence	one of a number of specific, reportable adverse events
Hazard	The potential to cause harm, including ill health and injury; damage to property, plant, products or the environment, production losses or increased liabilities.
Immediate cause	the most obvious reason why an adverse event occurred
Consequence	Result of adverse event, whether fatal, major injury / ill health, serious injury / ill health, minor injury, or damage only
Fatality	Death resulting from an injury or illness, regardless of the time intervening between injury and death.
Major injury	Any injury, which results in the permanent or temporary loss of use, of any part of the body or any permanent impairment of function of parts of the body, regardless of any pre-existing disability or impaired body function.
Minor Injury (Lost Time Injury)	The Minor injury category would include injuries more serious than a first aid injury but would need follow up visits with a medical professional. These injuries would not include any permanent or temporary impairments or disablement.
First Aid Injury	A First aid injury that calls for only simple “First Aid” treatment and does not require follow-up treatment by a medical professional.

Occupational Illness	Any work-related condition or disorder, other than an injury, which is mainly caused by exposure to environmental factors associated with the work environment. It includes acute and chronic illness or diseases that may be caused by repetitive motion, inhalation, absorption, ingestion or direct contact.
Environmental Incident	An incident which there is an injury resulting from animal or pest.
Medical Major	Any medical condition that is life threatening.
Medical Minor	Any non-trauma related medical condition and treatment given at training site or if patient is sent to hospital
Damage only	damage to property, equipment, the environment or production losses
Certain	it will happen again soon
Likely	it will reoccur, but not as an everyday event
Possible	it may occur from time to time
Unlikely	it is not expected to happen again in the foreseeable future
Rare	so unlikely that it is not expected to happen again
Risk	Result of a combination of the likelihood of a specific undesirable event occurring and the severity of the consequences
Risk control measures	Precautionary measures put in place to reduce the risk to an acceptable level
Root Cause	An initiating event or failing from which all the other causes or failings spring. Root causes are generally management, planning or organizational failings.
Underlying cause	the less obvious 'system' or 'organizational' reason for an adverse event happening; the hazard has not been adequately considered via a suitable and sufficient risk assessment, production pressures are too great, etc.

Following an adverse event, take the following steps:

1. Emergency Response
2. The emergency team will take prompt emergency action, based on the nature of the adverse event. Refer to separate sets of policies and procedures in handling emergencies.
3. The paramedic or first aiders will provide immediate medical assistance to injured or ill victims.
4. The persons-in charge or security team will isolate the area by not allowing unauthorized persons to enter or come dangerously close to it.
5.
Reporting
6. The persons-in-charge or the security team will preserve the scene by isolating the area to ensure that the evidences of the event are not tampered or moved, corrupted or affected in any damaging way that may result to failure or achieving the wrong conclusion out of the investigation.
7. A witness, whether a student or a contractor employee ,will immediately advise the incident to any of the following:
8. Managing Director, Manager or any superior present in the area / workplace
9. Security personnel assigned at or near the location
10. Emergency hotline number
11.
Any of those persons mentioned above who received the information from the witness, will advise immediately the person in charge of the work area or location who will make the initial report of the adverse event, in case the initial advise did not come from a Team Member.
12. In case of illness, the attending Person will provide the initial report to the Managing Director/Manager.
13. Person who witness the incident to submit the initial report within 24 hours after the occurrence of the adverse event.

Evaluation and Assessment

1. Managing Director will evaluate and respond within 24 hours to the concerned people.

Investigation

1. Managing Director or Manager will begin the investigation, as soon as practicable, in order to capture information from preserved evidence and people can clearly recall and make an account of the adverse event with the least possibility of losing important details.
2. Manager or the Investigating Person will answer questions based on pure facts and scientific evidence. They will avoid speculations, biased perceptions, invented solutions or jumping into immediate conclusions. They will be precise and objective but will keep an open mind to consider everything that might have contributed to the event.
3. Only after the investigation has been completed, it is appropriate to consider whether any individual has acted inappropriately.
4. The Investigating Person, Manager should consider all these possible sources of information:
5. Raw information can come from the person(s) involved (in the adverse event), victims, and witnesses (eye witnesses, ear witnesses and feel witnesses).
6. Obtain actual first hand evidence by visiting to the actual location and taking note of observations and environmental conditions, getting photographs and by getting samples for testing and record keeping. However, the fresher the evidence, the better.
7. It is a good practice also to take record of the investigation process and the sections already covered. This will be helpful later in tracing back and reviewing the efficiency of the methods used for possibilities of missing important points or committing mistakes along the way.

Analysis

1. The Managing Director and Manager will organize the information gathered to understand what happened and why the event occurred.
2. They will work through the questions and answers gathered about the possible immediate causes of the adverse event by going into 4 P's (Place, Plant, People and Process).
3. They will record the immediate causes identified and the necessary control measures to implement.
4. For each identified immediate cause, they will discover the underlying causes which may have allowed the immediate causes to exist.
5. Lastly, they will focus on the environment on which the organization and planning is carried out. Record the underlying failures in the management system and the required remedial measures at management level. .

Action Plan

1. Now that the causes are pointed out and possible countermeasures are identified, Managing Director and Manager will evaluate and prioritize the solutions offered by these measures. They will concentrate only on those solutions that will produce optimum results.
2. They will choose measures in the following suggested order to identify those that will offer optimum solutions:
3. Measures which will eliminate the risk
4. Measures that will combat or isolate the risk, in case it cannot be eliminated
5. Measures that can minimize the risk by relying on human behaviour
6. In deciding which measures will be prioritized first, they will act immediately on those causes that have larger magnitude of risks. They will assess magnitude by multiplying the likelihood and severity of harm.
7. Once prioritized, Managing Director and Manager will assign a timescale for the implementation.
8. They will also monitor the implementation of measures and review the progress on a regular basis.
9. Those that are involved, will be informed of the details of action plan and its progress of implementation.
10. Review of Risk Assessments and Safe Working Procedures
11. The findings of the investigation will provide information and point out on areas that will require improvement in terms of sufficiency and suitability of the measures previously in place.
12. They will also indicate applicable new concepts and developments that may help further improve the system under suggestions for continuous improvement.

Adverse Event Cost Calculations

1. The investigating person can estimate amount in absence of actual costs but should be supported with explanation how the estimated values are obtained.
2. They will add all the costs to get the total amount. The cost will provide a realization from financial perspective about the impact of adverse events to the overall business performance and sustainability.

TRAINING REQUIREMENTS

Manager will be trained on the following topics:

1. Incident Reporting and Investigation
2. Completing the required forms

REFERENCES

1. Investigating Accidents and Incidents, A Workbook for employers, unions, safety representatives and safety professionals (HSG245), Health and Safety Executive
2. Reporting Accidents and Incidents at Work, A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), UK
3. Technical guideline for accident investigation and reporting Public Health & Safety Department, Dubai Municipality, Dubai, UAE
4. Procedure for Accident Notification, EHS, Trakhees, Dubai, UAE

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