Waste ReForum 2017
Incident Investigations
Why Do We Investigate?

- Prime objective of incident investigation is prevention

- Finding the causes of an incident and taking steps to control or eliminate the hazards can help prevent similar incidents from happening in the future

*Not to lay blame... To prevent it from happening again*
What do I do?
Questions to consider...

• Does everyone know the process & procedure that **must be followed immediately after an incident has occurred**?

• Does everyone know their role and responsibilities in reporting and conducting an investigation?
  • The Employee?
  • The Supervisor?
  • The Manager?
Incident Description
Incident Description

Key Points

1. Explain what happened...before, during and after the incident
2. Stick to the facts...not your opinion
3. Size, weight, type of equipment, tools or material involved is important
4. Include a sketch, drawing, picture or map if it will help paint a clearer picture
5. Do not use slang or crew talk – write it so that somebody that doesn’t have any idea about the task will clearly understand all parts
Identifying Causes

• Incidents are often a warning that the workplace’s health and safety system is not working properly

• Effective incident investigations
  – determine the *cause (s)* and
  – prevent recurrences to make the workplace safer and healthier
Root Cause Analysis

What + Who + Where + When = WHY/HOW

**WHY** and **HOW** did the incident happened?

Five Factors
5 Why’s

• Question asking method used to explore the cause / effect relationship underlying a particular problem

• Helps to explain why people will perform unsafe acts or work in unsafe conditions

“If you don’t ask the right questions, you don’t get the right answers.”
Corrective Actions

SMART
- Specific
- Measurable
- Accountable
- Realistic
- Timely

Corrective Actions
- Be constructive
- Identify contributing factors & root cause(s)
- *Never* recommend discipline of person(s)

X Mr. Manager
Caution

If after an investigation there are no recommendations or actions taken to improve the situation and health & safety;

• It is likely incidents will continue to happen and

• Workers will feel a sense of irresponsibility on the part of the employer and OH&S committee
Time To Apply It All!
Investigation Process - Review
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