

1. PURPOSE

- 1.1 To satisfy the legal, client, Network Rail/TfL, and internal requirements for the reporting and investigating of all accidents, incidents (including environmental), near misses, close calls and cases of occupational ill health.

2. RELATED DOCUMENTS

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| 2.1 | Rail Compliance Manual | M001 | Section 20 |
| 2.2 | Procedure(s) No(s) | P102
P106
P114 | Alcohol & Drugs Management
Communication
Control of Documents & Records. |
| 2.3 | Form(s) No(s) | F3020
F3022 | Accident, Incident, Close Call & Near Miss Form
Schedule of Records |
| 2.4 | Key Standards / Legislation
as specified in: | F3000 | Master Document List |

3. RESPONSIBILITY & SCOPE

3.1 Responsibility

- 3.1.1 It is the responsibility of the Operations Manager to ensure that all staff both understand and comply with this Procedure and that it is maintained with up to date practices.
- 3.1.2 It is the responsibility of all staff to ensure that they are both familiar with this Procedure and that they are working to the current issue of documentation.
- 3.1.3 It is the responsibility of the Operations Manager to make any changes to this procedure in accordance with Procedure P114 Control of Documents & Records.

3.2 Scope

- 3.2.1 This Procedure applies to all Logical Personnel Solutions personnel and any 'incident' including any accident, near miss, close call, occupational ill health or environmental incident.
- 3.2.2 When working on the rail infrastructure the following definitions apply:

Close Call: is an incident that has occurred due to an unsafe condition or act that in other circumstances could have resulted in personal injury or damage to plant, machinery, infrastructure or the environment.

Near Miss: is an incident involving a train or rail mounted plant that has occurred due to an unsafe condition or act and which in other circumstances could have resulted in personal injury.

4. PROCESS

4.1 Shared Worksite Reporting Confirmation

4.1.1 When working on shared worksites the Operations Manager will contact the client to confirm who is responsible for reporting and investigation of incidents.

4.2 Initial Action

4.2.1 In the event of any incident personnel shall follow the incident / emergency arrangements contained in job / location specific documentation as appropriate. This includes relevant information contained in Health & Safety Plans, method statements, work package plans, task briefing and risk / impact assessments. This information will have been communicated at job / location induction prior to work starting (e.g. COSS briefings when working on the rail infrastructure). The arrangements for review and testing of accident / emergency arrangements shall be addressed on a job / location specific basis.

4.2.2 In addition to the above, personnel shall comply with any reasonable instruction within their capabilities, given by those in charge in the interests of safety e.g. requests to move themselves or their equipment to a particular location, informing other parties, setting up a cordon etc.

4.2.3 Personnel must not engage in conversation or speculation with the press or media.

4.2.4 Logical Personnel Solutions shall control incidents under their jurisdiction until the incident is over or until relieved of control by higher authority for example the client / Network Rail/TfL, enforcing authorities, police etc.

4.2.5 The senior person in charge shall determine whether it is appropriate for a 'for cause' drugs and alcohol test for relevant personnel in accordance with Procedure P102 Alcohol & Drugs Management.

4.3 Recording, Notification and Reporting of the Incident

4.3.1 As soon as it is safe to do so following an incident, the incident shall be entered in the Accident Book and personnel shall notify their Supervisor / Manager. The Supervisor / Manager shall immediately notify the Operations Manager who shall determine whether the event is to be notified to the enforcing authority (e.g. ORR, HSE, EA etc.) and the client / Network Rail/TfL representative as soon as practicable, as a maximum within 4 working days.

4.3.2 Depending upon the nature of the incident the senior person in charge on site shall ensure that the site of the incident and any associated evidence is preserved until any investigation is complete. The senior person in charge shall determine whether the works may continue, advice shall be sought from the Operations Manager where doubt exists.

4.3.3 Environmental incidents e.g. spills shall be reported to the Environment Agency on the free 24hr Hotline – 0800 80 70 60. Other organisations e.g. Local Authorities, shall be notified as specified in local arrangements / project specific documentation.

4.3.4 Definitions of RIDDOR reportable accidents, incidents and dangerous occurrences (for non-rail activities) may be obtained from the HSE publication 'INDG453 Reporting Accidents and Incidents at Work'. Rail specific guidance may be found at http://orr.gov.uk/__data/assets/pdf_file/0010/2332/riddor-guidance.pdf or directly from the RIDDOR regulations.

4.3.5 All RIDDOR reportable accidents occurring under Logical Personnel Solutions control must be reported, depending on the location of the incident, either online via www.hse.gov.uk/riddor or <https://raildata.orr.gov.uk/riddor/>

- 4.3.6 For fatal accidents or accidents resulting in specified injuries to workers only, an immediate report should be undertaken by phoning 0345 300 9923. This verbal report must be followed up with a written report within 10 days
- 4.3.7 For accidents resulting in the over-seven-day incapacitation of a worker, the Operations Manager must notify the enforcing authority within 15 days of the incident, using the appropriate online form.
- 4.3.8 The Operations Manager shall ensure that any time taken off work (lost time) by injured parties as a result of an incident, including any time where they are not carrying out their normal duties e.g. light duties, is recorded in the company accident book.

4.4 Investigation

- 4.4.1 The Operations Manager shall ensure that the F3020 Accident, Incident, Near Miss & Close Call Form is completed and investigation is carried out and the process as defined in Network Rail Company Standard NR/L2/INV/002 is followed as necessary. Personnel shall co-operate with other parties e.g. police / emergency services, enforcing authorities, Network Rail/TfL, client etc. that may require information following an incident e.g. witness details / statements, completing accident documentation etc.
- 4.4.2 Where necessary the competent health & safety resource may be requested to aid the investigation process in conjunction with the Operations Manager
- 4.4.3 Details of any witnesses to an accident, incident, or near miss shall be given to the senior person in charge who shall request a witness statement. These must be completed, signed and returned to the Operations Manager in sufficient time to allow completion of the internal report for submission to either the client or Network Rail/TfL (where applicable) within 5 days.
- 4.4.4 The company shall provide copies of completed Accident Reports to relevant investigation bodies e.g. police / emergency services, enforcing authorities, Network Rail/TfL, client etc. within 24hrs of request. The Operations Manager shall ensure that copies of any / all documentation completed by any other organisation following an accident e.g. accident book entries, investigation forms completed by other parties are obtained for internal records, where possible.

4.5 Prior to Work Restarting

- 4.5.1 Prior to work re-commencing the Operations Manager shall ensure that the following has taken place (where appropriate):
- Information gathering / Investigation has been carried out to establish root causes of the accident / incident;
 - Review and revision of; risk assessments, impact assessments, Work Package Plans, Task Briefings, Safe System of Work for the task to ensure that they remain suitable and sufficient in light of the incident;
 - Any new controls identified by the; risk assessments, impact assessments, Work Package Plans, Task Briefings, Safe System of Work have been implemented.

4.6 Lessons Learned and Communication

- 4.6.1 Accident / incident data shall be reviewed in order to identify trends. Findings shall be discussed at the next Management Review Meeting and appropriate preventive and corrective actions implemented in order to prevent recurrence.
- 4.6.2 Lessons learned from accidents, near miss, close call, occupational ill health or environmental incidents will be communicated to all relevant staff in accordance with Procedure P106 Communication.

4.6.3 Accident / incident data / statistics shall be maintained in order to monitor performance. Information is made available to relevant parties including clients / Network Rail/TfL upon request or as specified in the terms of the contract.

4.7 **Records**

4.7.1 All records relating to all accidents / incidents shall be retained and kept secure (i.e. for Data Protection) for at least 3 years (records may be archived after 12 months). Refer to F3022 Schedule of Records for specific retention periods relating to medical records, young persons etc.