

Managing Incidents

Five steps to managing incidents

Note: Not all incidents will follow these steps in the same order. The most important thing is to respond and manage the situation.

1

Respond

Make things as safe as possible.

- Move people away from the area
- Attend to anyone who's hurt
- Secure the site
- Activate the Emergency Response Plan if necessary

Tell the right people so the situation can be managed appropriately. Start by classifying the incident:

- **Incident** – something happened that caused harm
- **Near miss** – an incident where no harm was actually caused, but could have been if the circumstances were slightly different
- **Hazard** – unsafe acts or situations that could result in an incident but nothing has actually happened

Determine what happened. Enter the details of the incident into Risk Manager or complete the First Incident Report Form.

Assess the risk using the Enterprise Risk Matrix.



2

Report



3

Investigate

Look at why the incident happened and what we can do to make sure it doesn't happen again. The Incident Owner will make a recommendation for the level of investigation.

High Critical	Full investigation within 28 days (ICAM process)
Medium	Simple investigation within 21 days (5 Whys process)
Low	Dealt with by Site Manager or People Leader

Each Business Unit reviews incidents to make sure incidents are being investigated in a timely manner and the right actions are being taken.

4

Review

High Critical	Report reviewed within 28 days after incident investigation is completed
Medium	Report reviewed within 28 days after incident investigation is completed
Low	No formal report or review required but incident should be closed within seven days



5

Learn

Where there is immediate action required to address specific risks identified after the incident, an Early Learning Alert is released as soon as possible.

A Learning Summary is developed by the Lead investigator for all High/Critical-rated incidents.

A Learning Summary for lower-rated incidents will be prepared when our partners would benefit from sharing the learnings.

