

Incident Reports

* Training (10 min) Incident Reporting

- What is Incident Reporting?
 - Incident Reports are a tool used internally to give a written account of any incident which resulted, or nearly resulted, in damage to a person's health or safety. This would also include any damage to equipment or facilities, fires, spills, or incidents that involved any persons, customers, contractors, drivers, employees, etc....
- Who needs to fill out an incident report?
 - Any person involved in an incident needs to fill out an incident report with the help of their immediate supervisor.
 - If it is a customer or contractor (including HDC), the Facility Supervisor or a member of the Safety Review Committee must help or observe the individual fill out an incident report.
 - Always take as many pictures as possible for any incidents involving equipment or facility damage.
- Where do I find an incident report form?
 - Incident reports are now done electronically on Velocity.
 - All employees should have a Velocity log in.
 - If you have not logged into Velocity yet, please try to this week and let Tina know if there are any issues.
 - Your username is your e-mail address. Your password is "password" for your first login:
 - Example: Mike.Jones@wastecom.com
 - Password: password
- When does an incident report need to be filled out?
 - As soon as possible. If you are in the field, notify your supervisor and they will either bring you to the office to fill one out or use the app on their phone.
 - Always take a picture.
 - Be descriptive and use as much detail as possible including names of those involved.
 - (see example)
- Will I get in trouble for filling out an incident report?
 - No one will get in trouble for filling out an incident report.
 - Incident reports are used as a tool to track incidents and put safeguards in place to ensure similar incidents are either eliminated or minimized in the future.
 - If incident reports are not filled out, there could be disciplinary action up to and including termination.
- What is a near-miss?
 - A near-miss is an incident that "almost happened," but resulted in no damage to health, safety, or equipment this time, but has a likelihood of happening in the future.
- Should I really fill out an incident report for a near-miss?

- Absolutely. Near-misses are almost more important than damages more times than not.
 - For example: a fender bender in the parking lot. There may not have been an injury this time; however, there was the possibility of a serious or fatal injury. It is very important to prevent a similar, and potentially more dangerous, incident in the future.
- Once an incident report is filled out, who gets it?
 - Director, managers, and coordinators.
- What happens to the incident report once it is filled out?
 - The completed incident report is sent to the EHS Coordinator for review.
 - The EHS Coordinator, with the assistance of the Safety Committee, will assign a member to complete an incident investigation.
- What is an incident investigation and how is it different than an incident report?
 - An incident report is the written account of the incident: who, what, where, why, and how.
 - An incident investigation analyzes the incident on a step-by-step basis and determines the root cause of the incident.
- What happens after the investigation is completed?
 - The incident report and investigation are reviewed by the Safety Committee.
 - The Safety Committee determines the root cause of the incident and creates an action plan to prevent or minimize similar incidents in the future.
 - This recommendation goes to the Safety Review Committee, who determines if the suggestion will be implemented.
- Training and policy:
 - After decisions have been made final, the training and policy changes are put into effect.
 - Training is usually in the form of Tool Box Talks, huddle board, or Ops Meetings.
 - Policy changes may be in the form of new PPE requirements, JSA updates, new equipment or repairs, or changes to our Operations Plan.
- How long does this whole process take?
 - It depends on the severity of the incident.
 - If the incident is deemed severe, the review process begins immediately.
 - If the incident is deemed less severe, the review process will begin with the next Safety Committee meeting.
- For which of the following should an incident report be filled out? Talk through each scenario as a group:
 - Customer doesn't yield when returning to the scale to reweigh and hits another customer who is leaving the site.
 - You get a small cut on your hand which only requires a band aid.
 - Temporary worker (Express/Labor Ready) falls down and gets hurt.
 - Work vehicle slides on ice while parking and hits wall but causes no visible damage to vehicle or shop.

- Customer cuts their hand on glass while putting material into recycling drop offs at the MRF.
- Customer hits an employee's car in the parking lot.
- CRT falls off work station and breaks on the ground but did not hurt anyone.
- HHM customer opens trunk and the whole load falls onto the ground but causes no injury.
- Customer backs up to convenience box and opens tailgate and dirt and debris fall on the ground in front of the box.