



Incident Investigations Policy & Procedure

RESOURCE PACKAGE

WHY DO AN INCIDENT INVESTIGATION?

Incident Investigations help to keep everyone on the worksite safe by ensuring incidents don't happen again.

A thorough investigation can identify what went wrong and can outline what needs to change to prevent recurrence of similar incidents

INCIDENT INVESTIGATIONS should focus on the **ROOT CAUSE** of the incident, not find fault or assign blame

When are Investigations required?

Employers are required to **notify WorkSafeBC** of incidents as required, and conduct Preliminary and Full investigations, and submit to WorkSafeBC as required.

An employer must immediately notify the Board of the occurrence of any accident that:

resulted in serious injury to or the death of a worker,

involved a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system or excavation,

involved the major release of a hazardous substance,

involved a fire or explosion that had a potential for causing serious injury to a worker, or

was an incident required by regulation to be reported.

Investigations are required when an incident has occurred that...

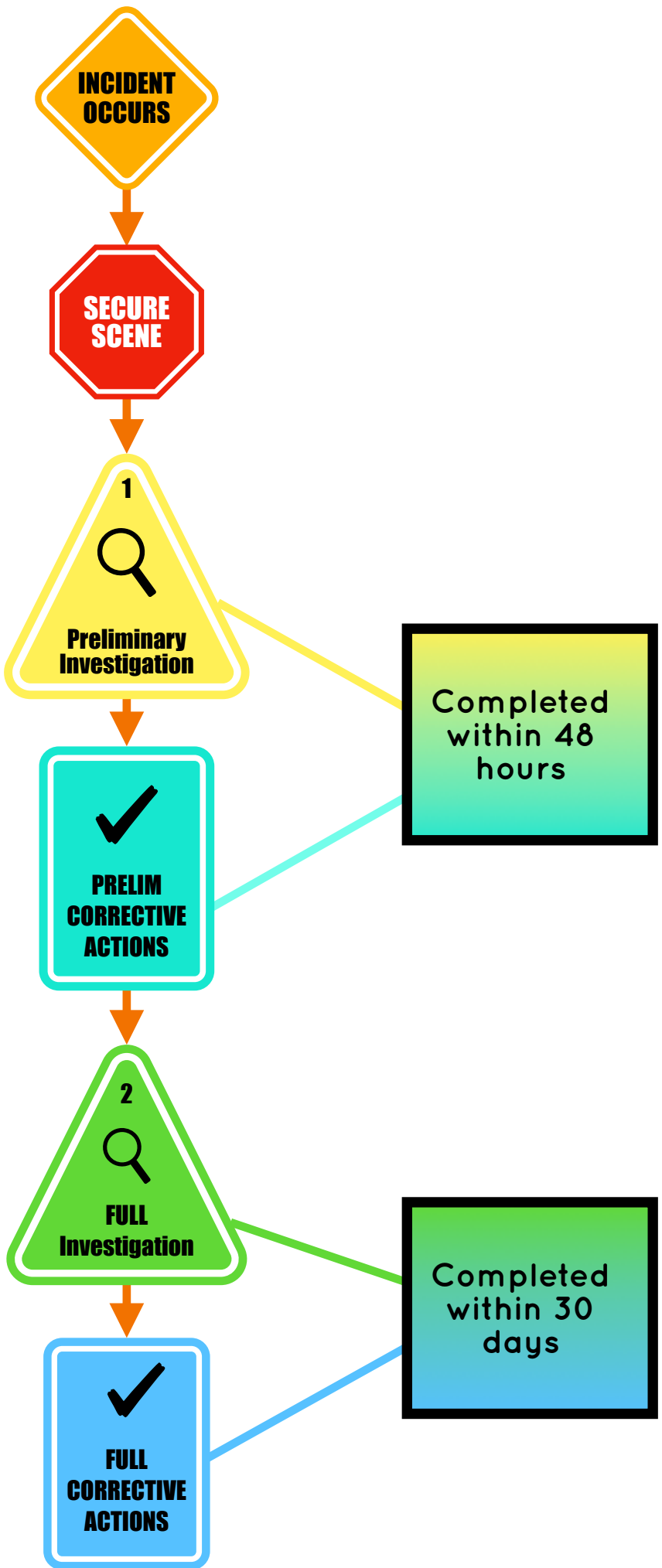
is required to be reported under section 68 of the Worker's Compensation Act (above 5 points)

has resulted in an injury to a worker requiring medical treatment outside of First Aid,

did not involve an injury to the worker, but did have the potential for causing serious injury to the worker (close call),

was an incident required by regulation to be investigated

THE PROCESS



PRELIMINARY INVESTIGATION

- * Outlines facts of the incident, including names of injured workers and witnesses
- * Identifies any unsafe conditions that significantly contributed to the incident.
- * Determine **interim corrective actions** necessary to prevent, **during a full investigation**, the recurrence of similar incidents
- * Must be completed within **48 hours** of the occurrence of the incident
- * Provided to the JHSC as soon as practicable
- * Submitted to WorkSafeBC **only if requested.**

FULL INVESTIGATION

- * Expands on the Preliminary Investigation
- * Determine the cause(s) of the incident
- * Identifies any unsafe conditions that significantly contributed to the incident
- * Determine corrective action necessary to prevent the recurrence of similar incidents
- * **Must be** submitted to the Board within **30 days** of the occurrence of the incident
- * Provided to the JHSC within 30 days of the incident.

Employer Incident Investigation Report (EIIR)

Please refer to the companion [quick guide](#) for assistance completing the investigation and this form. Please attach a separate sheet if necessary

1. Employer's information

Employer's name (legal name and trade name)	Operating location number	WorkSafeBC account number
Employer's head office address		
City	Province	Postal code
Employer's representative's name	Email address	Phone number (include area code)

2. Injured persons

Last name	First name	Job title
a)		
b)		
c)		
d)		

3. Place, date, and time of incident

Location where incident occurred (street address or GPS coordinates)		
City (nearest)	Province	Postal code
Date of incident (yyyy-mm-dd)	Time of incident	☐ a.m. ☐ p.m.

4. Type of occurrence (select all that apply)

- | | |
|--|---|
| ☐ Death of a worker | ☐ Dangerous incident involving explosives other than blasting incident |
| ☐ Serious injury to a worker | ☐ Diving incident, as defined by regulation |
| ☐ Major structural failure or collapse | ☐ Incident of fire or explosion with potential for serious injury |
| ☐ Major release of hazardous substance | ☐ Minor injury or no injury but had potential for causing serious injury |
| ☐ Blasting accident causing personal injury | ☐ Injury requiring medical treatment beyond first aid |

An incident investigation report is **NOT** required under the *Workers Compensation Act* if none of the above applies or if this incident is a vehicle accident occurring on a public street or highway.

5. Report type (select all that apply) If this is a revised version of a previous report, please check here ☐.

☐ Preliminary Investigation Report If requested only, provide a copy to WorkSafeBC.	☐ Interim Corrective Action Report	☐ Full Investigation Report Must be provided to WorkSafeBC within 30 days* Fax 1.866.240.1434	☐ Full Corrective Action Report
Report date (yyyy-mm-dd)	Report date (yyyy-mm-dd)	Report date (yyyy-mm-dd)	Report date (yyyy-mm-dd)
Officer's name		Date sent (yyyy-mm-dd)	

- * WorkSafeBC form / template
- * Standardized incident reporting
- * Both Prelim & Full investigations
- * Corrective Actions for both investigations
- * Available in online fillable form, fillable PDF and MS Word versions

INCIDENT REPORTING AND INVESTIGATIONS

POLICY

Incident investigations are intended to determine root causes of occupational injuries and illnesses as a means to prevent recurrence. They are not intended to assign blame upon an individual or group of individuals.

<ENTER ORGANIZATION'S NAME> has established this Incident Reporting and Investigation Policy to aid in the future protection of its workers as defined in the Scope and Application section below. The Investigation Procedures identify actions to be taken by the employer to determine root causes of occupational injuries and illnesses as a means to prevent recurrence of similar incidents in the future.

Every incident must be immediately reported to the employer, the worker's direct supervisor or the first aid attendant on duty. Incidents include, but are not limited to:

- Personal injury
- Property damage
- Near miss (an event that could have caused an accident due to unsafe conditions)
- Environmental spills
- Vehicle accidents
- Thefts / break-ins

After any incident that results in an injury that requires medical treatment for a worker, damage to property or equipment, and any potential near misses, an incident investigation must be conducted to:

- Determine the cause of the incident
- Identify any unsafe conditions or work procedures that contributed to the incident
- Find ways to prevent similar incidents from happening
- Prepare an Employer Incident Investigation Report (EIIR) and if applicable notify WorkSafeBC (WSBC)

All serious incidents must be reported immediately to the Workers' Compensation Board (WorkSafeBC) at 1-888-621-7233 or Vancouver area at 604-276-3100. Serious incidents are those described in Section 68 of the Workers Compensation Act.

Preliminary and Full investigations must be completed for any injury or illness requiring more than first aid treatment. The preliminary report should be completed within 48 hours of the event and submitted to the Employer. The Full investigation must be completed within 30 days of the incident and must be submitted to the Employer, who will then submit this report to WorkSafeBC as required.

Any related material evidence will be secured and held for further investigation until its contents are approved for release by the investigating parties (WorkSafeBC, local police).

Investigation reports should generally include, as appropriate, a description of the incident, including parties involved, the consequences, cause, corrective action(s) taken, and recommendations for further action. Please refer to Appendix B for the Incident Investigation Form.

SCOPE AND APPLICATION

This Policy applies to the "workplace". "Workplace" is defined as any land, premises, location, working hours, or thing at, upon, in or near which a worker works. For the purposes of this Policy, the "workplace" includes but is not limited to:

<ENTER ORGANIZATION'S NAME> offices, property or facilities, including shops and off-site storage areas (interior and exterior), as well as remote locations such as a worker's home office or client's place of business.

This Policy applies to all individuals working for **<ENTER ORGANIZATION'S NAME>**. For the purposes of this Policy, workers are defined as full-time workers, part-time workers, temporary workers, contract service providers, volunteers, all managerial personnel, officers, and directors.

Additionally, this Policy applies to employees of other organizations who work on or are invited into our workplace, as well as partners, clients and visitors or patrons to the premises.

RESPONSIBILITIES

An incident investigation requires cooperation from different levels of responsibilities within the organization.

The Employer will:

- conduct and ensure the investigation is completed, including all investigation reports
- secure incident sites and any equipment until clearance has been received by WorkSafeBC
- implement corrective action(s) as needed
- submit Employer Incident Investigation Reports (EIIR) to WorkSafeBC as required
- communicate investigation reports and corrective actions to workers and supervisors as needed
- involve the JHSC Worker Representative (if applicable) or Worker Health & Safety Representative in every investigation

Supervisors will:

- Become familiar with this policy and procedure
- Cooperate with all investigators carrying out an investigation
- Provide input on the work process, procedures and practices and areas that are being investigated
- Assist in implementing Corrective Actions in a prompt and timely manner.

Workers and volunteers will:

- Become familiar with this policy and procedure.
- Cooperate with all investigators carrying out an investigation.
- Provide input on the work process, procedures and practices and areas that are being investigated

PROCEDURE

GENERAL PROCEDURES

The objective of an accident investigation is to document the facts surrounding an accident. Incident investigations should involve the facts WITHOUT opinion.

A complete and thorough incident investigation:

- Involves the impartial confidential collection and analysis of facts and evidence.
- Documents the facts, determines the cause(s) and develops and implements corrective action(s) to ensure that similar incidents will not reoccur.
- Communicates the results of the investigation through appropriate channels such as, Safety Board and JHSC minutes

Incident investigation procedures are as follows:

1. The Employer must be informed before any investigation begins.
2. The incident investigation is conducted by; A group of participants, such as Supervisor, subject matter expert, and worker representative if applicable.
3. In the event of a serious accident, the incident scene must be protected. **Nothing may be removed from or changed on the scene of the accident** prior to clearance given by a WSBC

representative or the Employer **except where necessary to facilitate rescue operations, prevent additional property damage or to prevent additional imminent injury.**

4. The investigation is conducted immediately after the incident and after any needed medical attention is initiated. The workers conducting the investigation should document all findings in the EIIR including photographs, diagrams and retain any equipment involved in the incident. Use the [Incident Investigation Worksheet](#) to gather this information.
5. The workers who have the knowledge to conduct incident investigations should complete the EIIR. Discuss with the Employer on any material evidence related to an incident or serious injury which is secured and held pending further investigation.
6. A **PRELIMINARY** EIIR must be completed promptly (generally within **48 hours** from occurrence) and submitted to the Employer.
7. Once the Preliminary Incident Investigation Report is completed, A **FULL** EIIR must be completed within **30-days** from occurrence and submitted to the Employer.
8. The Full Investigation report recommends corrective actions to prevent similar occurrences. Corrective actions are taken without undue delay to prevent the recurrence of similar incidents. Correction actions that require time for completion are followed-up to ensure that they are completed.

APPENDIX A

INCIDENT INVESTIGATION WORKSHEET

Incident type	Fatality ☐ Serious Injury ☐ Property Damage ☐ Near Miss ☐		
Organization			
Address			
Curator / Manager			
Location of Incident			
Date of Incident		Time of Incident	
Name(s) of Injured Worker(s)			
Description of What Happened			
Description of Injury or Property Damage			
Details of Emergency Response or Medical Attention Given			
Weather Conditions	Temperature:	Precipitation:	Wind:
Description of Events Leading to Incident / Accident			
Root Cause			

Investigation Conducted? YES ☐ NO ☐

Photographs Taken? YES ☐ NO ☐ **Sketches Made?** YES ☐ NO ☐

Corrective Actions or Preventative Measures to Prevent Recurrence

Investigation Completed By:	Employer Representative	Worker Representative
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Contributors:

WorkSafeBC
www.worksafebc.com

Posters, templates and tools to help with Biological Hazard awareness

One Eleven Entertainment Health & Safety
www.oneelevensafety.com

Review of your completed template to ensure compliance & OHS Consulting

Canadian Centre for Occupational Health & Safety
www.CCOHS.ca

Federal Government agency dedicated to workplace safety across Canada

Posters, templates, programs and tools to help with Health & Safety needs

DOWNLOADABLE DOCUMENTS



BCMA Incident Investigations Policy - Word document download



Employer Incident Investigation Report (EIIR) - Fillable PDF Form