**SOP 11**

REPORTING OF INCIDENTS & DANGEROUS OCCURANCES AND NEAR MISSES

Purpose

To ensure the company is notified of all Incidents, near misses and dangerous occurrences to ensure effective monitoring of safe working practises under the reporting of injuries and dangerous occurrence regulations 1995

Please report all Site Incident, Near misses & Hazards on AIR 3

Responsibility

All staff are responsible for reporting incidents including injuries sustained. A copy of an Incident report must be forwarded to your FM manager within 5 working days

12.0 Procedure

The accident report form is to be used for all Incidents and injuries to employees

All injuries no matter how minor should be reported and recorded Clarification to be sought prior to raising the Incident report from Healthcare Health & Safety Manger and Contract director. Any injuries sustained through a trip or fall or a crush accident must be referred to the local hospital for an x-ray to confirm that there is no fracture

 Where possible the employee should complete the Incident Report Form, using all the information available at the time. The details should be checked by the security Manager /contract director before submitting to central HSE., who should review and action appropriate to the cause of the accident.

 Dependent on the seriousness of the injury the HSE Manager and the Operations Director may have to be informed. A copy of the incident Report Form should be forwarded to the Health & Safety Manager, for record purposes. In cases of serious accidents/injuries the Health & Safety Manager must be notified by telephone within 12 hours. .

In all cases where the injuries require hospital treatment or the attendance of a doctor, an inspector/supervisor, or in cases where this is not possible, a member of management is to attend the scene of the accident.

The person attending the scene is to obtain as much information from the location as possible, and then attend the hospital that the injured person is conveyed to.

A full written report, with statements, if possible, must be submitted and attached to the Incident Report Form.

Once the Incident Report Form is received by the Health & Safety Manager it is to be actioned, if required, and placed on the individual’s file as a permanent record and on the central Incident register.

Should a fatal or very serious injury occur, no one other than the Managing Director or his designated deputy is to inform the next of kin.

In the event of a fatal Incident, under no circumstances will documentation be made available, or statements to be made to the media without the permission of the Managing Director or his designated deputy.

In certain circumstances, the Health & Safety Executive or local authority must be informed of the Incident

**12.1 INCIDENT AND NEAR MISS REPORTING**

These must be completed immediately after the incident. The content should also be recorded in the DOB in order that further reports may be raised if required.

All Incidents, which occur on site resulting in injury, including exposure to harmful substances, must be reported on AIR 3

## The Incident Report

1. Incidents to be reported in this manner may be something which has been reported to the security officer, or which he has discovered and is of sufficient concern to justify notifying the Client representative and/or **Medirest**  management e.g.

• Confidential/documents found unattended

• Theft/Vandalism

• Flood/Fire

• Lost Property

**The Statement of Witness Report:**

Statement of witness should be taken whenever another agency is likely to become involved, directly or indirectly, and the witness is unwilling, unable or unlikely to give any statement to such an agency.

E.g. Lorry drivers unwilling to delay journey to report theft to Police. Minor theft that witness is unwilling to report to Police. Out of hour’s incident unlikely to be reported to Department Head.

Every Security Officer must compile such statements in exactly the same format.

Fill in the form and then ask the witness to relate what happened to you. Simply listen to the account and sort out in your mind an order of occurrence. Each part of the story should follow in logical order. There should be no - “ ... but before that I went into the room...”

Once the verbal statement is given, ask questions that the witness can answer! Witnesses are unlikely to give good descriptions of assailants or belongings. You must suggest comparisons - e.g. colour, size, accent, build, markings etc.

Also precise locations are important, use a floor plan or map if available. Use quotes, do not write - ...”I spoke to the guy and he ran off shouting at me”

Instead write exactly what was said...”I said ‘who are you?’ He shouted “...off you”. He then ran off up the stairwell from - 1 level.”

This gives a far clearer picture of what occurred and allows further questions such as - accent, description, director of travel, etc. to be asked.

Write the statement as the witness relates it to you. Every statement should commence in the following fashion - ‘I am -name-, -age-, -position-, -employed by-, -company at their site at-, -location-. At -location-, on Monday 8th June 1992 at 1800hrs. I...”Close the statement with any disclaimer or request e.g. - I wish the Police to be notified’.

Read the statement back to the witness and initial any changes requested. Ask the witness to sign immediately after the last word of the statement. Sign the statement yourself and date same.

There should be no paragraphs, spaces or missed lines. Any that do exist should be ruled off and initialled.

It is unlikely that you will need to take many statements, however Incident Reports will be fairly common. It is important to maintain a uniform approach to the subject. It is suggested that during night shift duties you take a statement from your shift mate upon an imagined incident. Similarly, compile an incident report upon a normal daily occurrence e.g. - a lost pass.

An educated approach to this matter, using standard format gives a professional image and inspires client confidence.

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| SPECIFIC INSTRUCTIONS RELATING SOP11 |
| On the dates below I certify that I have received and fully understand the training in the correct use of the instructions specific to contract as specified by this procedure.  |

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