

03.16.2023

INCIDENT RESPONSE GUIDE

BE PREPARED WHEN THE UNEXPECTED HAPPENS

This guide provides Emery Sapp & Sons (Company) supervisors with the information they need to initiate and/or complete an incident investigation.

ACRONYMS & DEFINITIONS

AVP - Assistant Vice President

CDL - Commercial Driver's License

DOT - U.S. Department of Transportation

EH&S Dir. - Environmental, Health & Safety Director

EMT - Executive Management Team

EO - Employee-Owner

OM - Operations Manager

OSHA - Occupational Safety and Health Administration

PM - Project Manager

SM - Safety Manager

Safety Team - Company safety personnel

Supervisor - Individual overseeing work activities on a project

Subcontractor - Any contract entity working directly for the Company or operating on a Company-controlled jobsite at the time of the incident

VP - Vice President

TECH TIP



INEIGHT COMPLIANCE IS THE COMPANY SAFETY MANAGEMENT SYSTEM

INCIDENT MANAGEMENT & RESPONSE

Incidents are unplanned or unexpected individual events that result in outcomes such as injury, illness, damage to equipment or property, theft, vandalism, vehicle collision, third-party claims, or near misses. There are three levels of incidents ranging from Level I (most severe) to Level III (least severe). The level is determined by defined qualifiers. The investigation process varies by incident level.

When incidents occur, they must be reported and investigated in a timely manner. The investigation includes collecting, recording, and documenting the incident, as well as the events leading up to the incident. All incidents should be reported immediately to your supervisor. If he or she is not available, contact your local Safety Manager. After reporting the incident, the Supervisor should begin documenting the incident until a manager, superintendent or safety manager can arrive at the scene.

CARE FOR INJURIES AND STABILIZING HAZARDOUS CONDITIONS TAKE PRIORITY OVER THE INVESTIGATION.

.....

IF IN DOUBT. CALL 9-1-1

ROLES & RESPONSIBILITIES

EMPLOYEE-OWNERS must report all work-related incidents to a supervisor as soon as possible after an incident has been recognized, regardless of how minor it may seem. If the incident is a collision involving heavy equipment, operators must immediately stop their machines to preserve the scene for investigational purposes.

PROJECT MANAGEMENT must ensure injured employees are cared for, unsafe conditions and at-risk behaviors are corrected immediately, and all incidents are properly reported and investigated. For projects with Owner-Controlled Insurance Programs (OCIP), management shall notify the client per their established reporting protocol. Pictures should be taken and sent to the Safety Manager to preserve root cause evidence.

THE SAFETY TEAM shall be a resource in the incident investigation process, ensure all relevant records are properly kept, and notify regulatory agencies as required.

REMEMBER! Tending to the immediate medical needs of the injured takes priority over reporting and investigating.

INCIDENT INVESTIGATION PROCEDURES

The following procedures will illustrate how to classify and investigate an incident. The Level I, II, and III incident qualifiers can also be found in Volume II of the Company Safety Manual.

STEP 1: CLASSIFY THE INCIDENT USING QUALIFIER MATRIX

Use the following exhibit to qualify your incident as Level I, II, or III:

INCIDENT QUALIFIER MATRIX

01 ASSESS CRITERIA | 02 QUALIFY YOUR INCIDENT AS LEVEL I, II, OR III | 03 FOLLOW THE CORRESPONDING RESPONSE PROCEDURE

LEVEL	INJURY SEVERITY	DAMAGE	AFFECTED PARTIES	RESPONSE PROCEDURE
Level I	<input type="checkbox"/> Emergency Response <input type="checkbox"/> Broken Bone(s) <input type="checkbox"/> Unprotected Fall <input type="checkbox"/> Other Significant Injury <input type="checkbox"/> Incidents resulting in injuries to more than one employee	<input type="checkbox"/> Property, Equipment, or Vehicle Damage more than \$25,000	<input type="checkbox"/> Any Third-Party Injury <input type="checkbox"/> Subcontractor incidents resulting in significant injury and/or risk to the project	 Scan QR Code to view Level I Response Procedure
Level II	<input type="checkbox"/> All incidents that are or have the potential to become Recordable injuries <input type="checkbox"/> First Aid cases treated off site	<input type="checkbox"/> Property, Equipment, or Vehicle Damage \$5,000 - \$25,000 <input type="checkbox"/> 3rd Party that has potential to have injury or property damage of under \$5,000	<input type="checkbox"/> At-fault Utility Strike <input type="checkbox"/> Reportable Environmental Releases <input type="checkbox"/> Subcontractor near misses or OSHA Reportable incidents	 Scan QR Code to view Level II Response Procedure
Level III	<input type="checkbox"/> First Aid Injury Cases <input type="checkbox"/> Near Misses	<input type="checkbox"/> Property, Equipment, or Vehicle Damage less than \$5,000 <input type="checkbox"/> Theft	<input type="checkbox"/> Not-at-fault Utility Strikes	 Scan QR Code to view Level III Response Procedure

Care for injuries and stabilizing hazardous conditions takes priority over the investigation. If in doubt call 9-1-1.

Have questions about this matrix? We're here to help. Please email safety@emerysapp.com

Incident Qualifier Matrix last updated 03.16.2023

[VIEW QUALIFIER MATRIX](#)

STEP 2: FOLLOW CORRESPONDING RESPONSE PROCEDURE

Have you identified your incident as Level I, II, or III? If yes, follow the corresponding Response Procedure for that level of incident.

[LEVEL I RESPONSE PROCEDURE](#)

[LEVEL II RESPONSE PROCEDURE](#)

[LEVEL III RESPONSE PROCEDURE](#)

INCIDENT REPORT

Do all incidents require a report? Yes. All incidents requires an Incident Report to be completed and stored in the Company Safety Management System.

Who completes the Incident Report? The Incident Report could be completed in full by the Supervisor, or it may be a collaboration that includes the Safety Manager, Supervisor, Superintendent, Project Manager or other members of leadership.

What information is gathered for the Incident Report? Incident Reports should be thorough and should include a variety of standard information and supplemental documentation such as witness statements, photographs, video, drawings, plans, and more. See the Incident Report within the Company Safety Management System for a complete list.

What incident information should the Supervisor record? The Supervisor should record their recollection of the incident, including:

- Sequence of events
- Witnesses (statement and interview may be needed)
- Equipment involved in incident and condition
- Environmental conditions (air temperature, lighting, noise, rain, fog, etc.) that could have contributed to the incident
- Other conditions (dust, steam, etc.)
- Photographs and/or video. Be sure visual evidence documents the scene, location of equipment and personnel at the time of the incident, signage, traffic control layout, and damage

Where should incident interviews take place? If possible, interviews should be conducted away from the scene, preferably in a quiet private office or conference room.

Who should be interviewed? The following individuals should be interviewed:

- Employee-owner(s) Involved
- Person reporting incident
- Persons that witnessed the incident
- Supervisor on scene

Pro Tips for Incident Statements:

- Interview and get written statements from all involved personnel.
- Ask appropriate, yet searching questions to get the facts. Statements should be obtained as soon as possible.
- Expect everyone's story to be slightly different - as eyewitness accounts will vary. It is natural to be defensive and see faults elsewhere.
- Consider the following questions:
 - + What and where are you injured?
 - + Where do you hurt?
 - + When did the incident occur? (date and time)
 - + What were you doing exactly?
 - + What did you see?
 - + What were the weather conditions?
 - + What went wrong?
 - + What PPE were you wearing?
 - + Who witnessed the incident?
 - + Who instructed you to do the task?
 - + Who is your supervisor?
 - + Where was your supervisor?

When should supporting documentation be submitted? All supporting documentation such as drawing, photos, witness statements, etc., should be uploaded to the Company Safety Management System **as soon as possible.**