

# HASLIN

## Incident Management Procedure

SEQ-PR-002

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## 1. Scope

This procedure describes the processes and methods to be followed by Haslin employees during the following aspects of incident management:

- Incident Classification
- Injury classification
- Immediate Response
- Incident Reporting and Notification
- Preservation of Incident Evidence
- Incident Investigation
- Implementation of Corrective Action
- Reporting calculations
- Incident Trend Analysis
- Communication of Key Learning
- Incident Records
- Provide support and counselling to witnesses, care givers and other employees who are affected by a serious incident

## 2. Application

This procedure is applicable to all Haslin employees and sub-contractors.

## 3. References

- ISO 45001:2018 Section 10.2
- ISO 14001:2015 Section 8.2

## 4. Definitions

<b>Incident:</b>	Any unplanned event resulting in, or having a potential for injury, ill-health, damage or other loss. <b>Note:</b> <i>Haslin considers a near miss as an incident</i>
<b>High Potential Incident</b>	Events or near misses with the potential to cause significant harm to people, the environment, or property, even if no harm occurred.
<b>Immediate Response:</b>	Response/action(s) required for rescuing and treating injured person(s), containing incident consequence and securing incident location.
<b>Injury:</b>	Usually sudden, e.g. crush, cuts, burns, sprains & strains, bruises, fractures.
<b>Illness:</b>	Usually long term, e.g. Lung Disease, Occupational Overuse Syndrome (OOS), Cancer, Hearing Loss
<b>WHS Dangerous Occurrences:</b>	Incidents reportable to WHS Authorities, incidents requiring hospitalisation as an inpatient, or which cause permanent impairment, or WHS-related incidents that cause serious operational disruption or coverage in the media
<b>Near Miss</b>	An unplanned event that does not result in an injury/illness or damage but had the potential to do so.

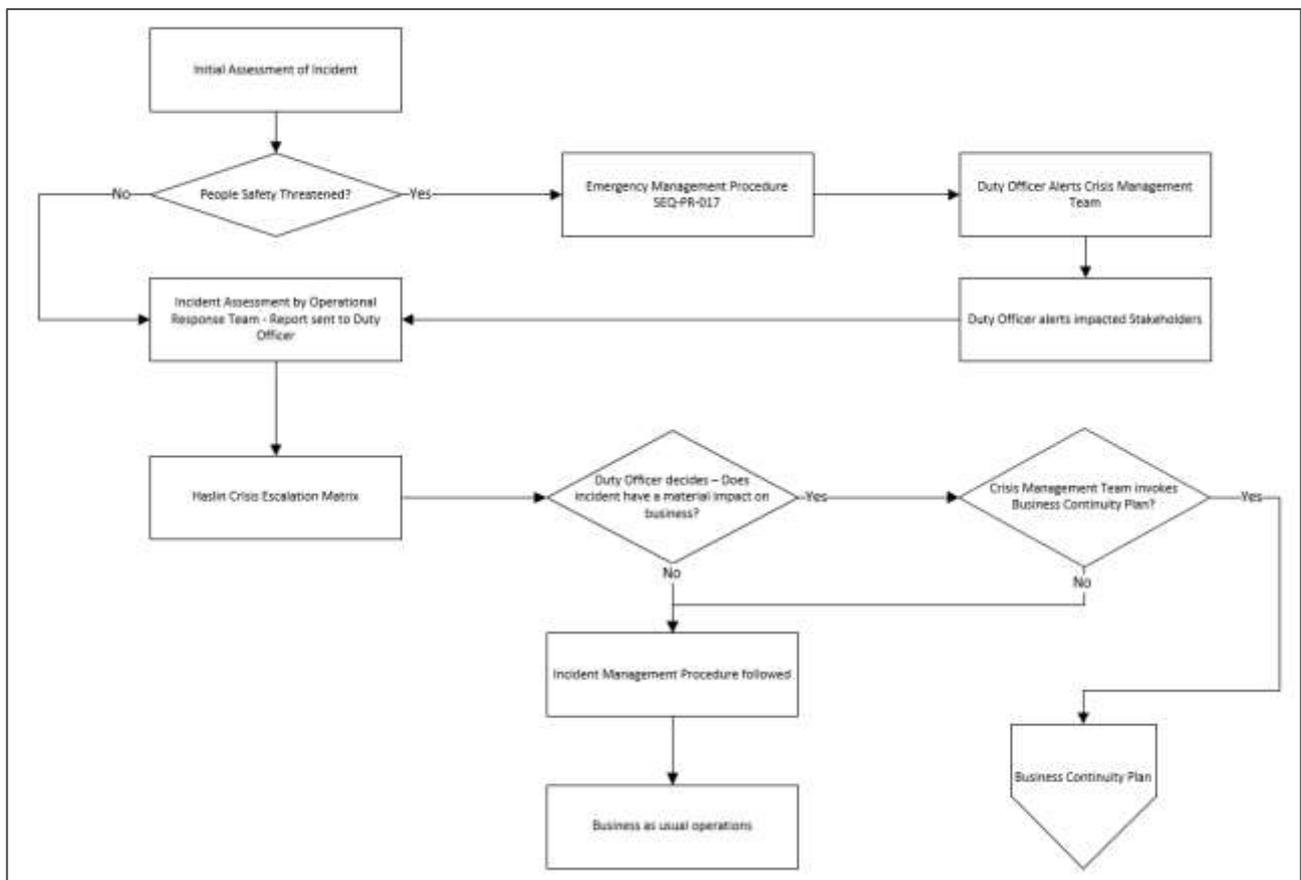
## 5. Legislation

WHS ACT 2011, Part 3, Incident Notification

## 6. Procedure

### 6.1. Business Impact Assessment

During and following an incident, an assessment using the following flowchart should be performed to determine the immediate course of action and the overall impact to the business.



### 6.2. Notifiable Incidents

The following section details what type of incidents are notifiable to relevant bodies under legislation.

A "Register of Injuries" must be kept at each place of work in the relevant projects incident register in Procure. The states designated Return to Work (RTW) Coordinator reviews the Register of Injuries. All injuries suffered by persons who are employees or non-employees are to be recorded in the Register and investigated.

All Notifiable Incidents including Safework NSW, Worksafe QLD, Rail Authority and FSC are to be reported by the Safety Manager or person designated by the Safety Manager within the timeframe specified by the Legislation as detailed in the PSMP.



## 6.2.1. NSW Legislation

SafeWork NSW (13 10 50) is to be immediately notified in the event of an incident, which is listed under Part 3, sections 35, 36 and 37 of the WHS Act 2011.

### Part 3 Incident notification

#### 35 What is a “notifiable incident”

In this Act, notifiable incident means—

- (a) the death of a person, or
- (b) a serious injury or illness of a person, or
- (c) a dangerous incident.

#### 36 What is a “serious injury or illness”

In this Part, serious injury or illness of a person means an injury or illness requiring the person to have—

- (a) immediate treatment as an in-patient in a hospital, or
- (b) immediate treatment for—
  - (i) the amputation of any part of his or her body, or
  - (ii) a serious head injury, or
  - (iii) a serious eye injury, or
  - (iv) a serious burn, or
  - (v) the separation of his or her skin from an underlying tissue (such as degloving or scalping), or
  - (vi) a spinal injury, or
  - (vii) the loss of a bodily function, or
  - (viii) serious lacerations, or
- (c) medical treatment within 48 hours of exposure to a substance, and includes any other injury or illness prescribed by the regulations but does not include an illness or injury of a prescribed kind.

#### 37 What is a “dangerous incident”

In this Part, a dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person’s health or safety emanating from an immediate or imminent exposure to—

- (a) an uncontrolled escape, spillage or leakage of a substance, or
- (b) an uncontrolled implosion, explosion or fire, or
- (c) an uncontrolled escape of gas or steam, or
- (d) an uncontrolled escape of a pressurised substance, or
- (e) electric shock, or
- (f) the fall or release from a height of any plant, substance or thing, or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with the regulations, or
- (h) the collapse or partial collapse of a structure, or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation, or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel, or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel, or
- (l) any other event prescribed by the regulations, but does not include an incident of a prescribed kind.

#### Electrical Safety Requirements

The Electrical Safety requirements state that an incident must be reported immediately if as a result of any incident of an electrical nature any person:

- Is killed or injured
- Receives medical attention
- Subject to a high voltage electric shock, or
- Serious property or public safety reduction has or is likely to occur



## 6.2.2. Qld Legislation

**WorkSafe Qld (1300 362 128) is to be immediately notified in the event of an incident, which is listed under Part 3, sections 35, 36 and 37 of the WHS Act 2011.**

### Part 3 Incident notification

#### 35 What is a notifiable incident

In this Act, notifiable incident means—

- (a) the death of a person; or
- (b) a serious injury or illness of a person; or
- (c) a dangerous incident.

#### 36 What is a serious injury or illness

In this part, serious injury or illness of a person means an injury or illness requiring the person to have—

- (a) immediate treatment as an in-patient in a hospital; or
- (b) immediate treatment for—
  - (i) the amputation of any part of his or her body; or
  - (ii) a serious head injury; or
  - (iii) a serious eye injury; or
  - (iv) a serious burn; or
  - (v) the separation of his or her skin from an underlying tissue (for example, degloving or scalping); or
  - (vi) a spinal injury; or
  - (vii) the loss of a bodily function; or
  - (viii) serious lacerations; or
- (c) medical treatment within 48 hours of exposure to a substance; and includes any other injury or illness prescribed under a regulation but does not include an illness or injury of a prescribed kind.

#### 37 What is a dangerous incident

In this part, a dangerous incident means an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to—

- (a) an uncontrolled escape, spillage or leakage of a substance; or
- (b) an uncontrolled implosion, explosion or fire; or
- (c) an uncontrolled escape of gas or steam; or
- (d) an uncontrolled escape of a pressurised substance; or
- (e) electric shock; or
- (f) the fall or release from a height of any plant, substance or thing; or
- (g) the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use under a regulation; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or of any shoring supporting an excavation; or
- (j) the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
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- (l) any other event prescribed under a regulation; but does not include an incident of a prescribed kind.

#### Electrical Safety Requirements

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- Subject to a high voltage electric shock, or
- Serious property or public safety reduction has or is likely to occur



## 6.2.3. Rail Legislation

**Rail - A notifiable occurrence means an accident or incident associated with railway operations - either Category A, Category B or Category C which is listed in Schedule 1A Notifiable occurrences of the Rail Safety National Law National Regulations 2012 to be reported to the incident hotline (1800 772 779)**

### Schedule 1A Notifiable occurrences

#### Part 1 Category A notifiable occurrences

##### 1 Collisions and near hits

- (1) A collision between a train and—
- (a) a rail safety worker; or
  - (b) a person (other than a rail safety worker) that results in a serious injury or fatality, including self-harm incidents; or
  - (c) another train on the running line; or
  - (d) a vehicle (other than a train) at a level crossing; or
  - (e) a vehicle (other than a train) that results in a serious injury or fatality.
- (2) A collision, that results in significant damage or a serious injury or fatality, between a train and—
- (a) another train; or
  - (b) rolling stock (other than a train); or
  - (c) plant or machinery within a rail worksite; or
  - (d) rail infrastructure.
- (3) A near hit between a train and a rail safety worker.

##### 2 Derailment

A derailment that—

- (a) consists of the derailment of a single unit of rolling stock and results in significant damage; or
- (b) consists of the derailment of more than 1 unit of rolling stock; or
- (c) consists of the derailment of passenger rolling stock that is in service; or
- (d) occurs in proximity of persons who were at risk of injury from the rolling stock or debris as a result of the derailment.

##### 3 Wrong side failure

- (1) A safety critical integrated engineered system has failed, or is suspected to have failed, in an unsafe manner and not in accordance with the system's design principles, including in relation to the following systems—
- (a) active level crossings;
  - (b) signalling systems;
  - (c) authority management systems;
  - (d) rolling stock interlocking systems;
  - (e) train protection systems;
  - (f) electrical traction systems;
  - (g) track detection systems.
- (2) A total failure of level crossing warning lights or boom barriers.

##### 4 Proceed authority exceeded

- (1) A train (not including a light rail vehicle) that exceeds a limit of a proceed authority or proceeds without proceed authority on, or onto, a running line—
- (a) due to the driver missing the limit of authority completely; or
  - (b) that results in the train entering an occupied section of track or the train being in conflict with another train movement.
- (2) A train (including a light rail vehicle) that exceeds a limit of a proceed authority or proceeds without proceed authority on, or onto, a running line that results in the train—
- (a) entering a rail worksite; or
  - (b) entering an active level crossing without warning devices activating.
- (3) A train (including a light rail vehicle) that proceeds while a restraint authority is in place.

##### 5 Rolling stock runaway

Uncontrolled when printed



- (1) A runaway of a train or rolling stock on, or onto, a running line.
- (2) A runaway of a train or rolling stock in a yard that occurs in proximity of persons who were at risk of injury from the train or rolling stock as a result of the runaway.

## 6 Fire, explosion or dangerous goods spill

A fire, explosion or spill of dangerous goods that directly threatens the safety of people.

## 7 Breach of network rules or procedures

A breach or omission of, or failure to comply with, a network rule, process or procedure, that results in an immediate or direct threat to the safety of people or railway operations including in the case of the following—

- (a) failure to maintain a safe separation of trains with other trains, people or machinery (for example, due to the issuing of an incorrect proceed authority or incorrect protection arrangements);
- (b) a worker who is on a track without authority;
- (c) failure to protect a person who is working near electrical infrastructure, including trains being routed into de-energised or isolated sections of track;
- (d) a worker who is near electrical infrastructure without authority.

## 8 Load irregularity

A load irregularity that results in an immediate or direct threat to the safety of people or railway operations including in the case of the following—

- (a) a load that has shifted and breached the maximum kinetic rolling stock outline that applies in respect of that rolling stock;
- (b) a load that has been lost during transit on a running line.

## 9 Rolling stock irregularity (including monitoring systems)

A rolling stock irregularity that results in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) a complete bearing failure;
- (b) a broken axle or wheel;
- (c) a train parting that did not apply the brakes.

## 10 Track irregularity

A track irregularity that results in an immediate or direct threat to the safety of people or railway operations, including trains traversing an undetected track defect resulting in injury of train crew or passengers or near derailment.

## 11 Civil infrastructure irregularity

A civil infrastructure irregularity that results in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) a bridge collapse;
- (b) a tunnel collapse.

## 12 Electrical traction irregularity

An electrical traction irregularity that results in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) overhead wires falling near people;
- (b) a failure that exposes a person to a risk of electrocution.

## 13 Incidents at person and train interfaces

(1) Any of the following incidents—

- (a) a train passenger door or platform screen door being open while the train is in motion;
- (b) a person being caught in the passenger door of a train as the train begins to move, or while it is in motion;
- (c) an incident involving a platform screen door that results in—
  - (i) a person being caught and exposed to a moving train; or
  - (ii) a person being caught between a train and the platform screen door.

(2) Any slip, trip or fall by a person that occurs at an interface between a person and a train that results in a serious injury or fatality, including in the case of the following—

- (a) a fall by a person while boarding or alighting from a train;



- (b) a fall by a person from a platform onto a track;
- (c) a fall by a person between a train and a platform.

#### 14 Other incidents or accidents involving serious injury or fatality

- (1) Any incident or accident not included in a preceding provision of this Part, including an incident of self-harm, that results in a serious injury to, or fatality of, a person as a result of, or in relation to, railway operations.
- (2) Any incident or accident not included in a preceding provision of this Part, that results in a serious injury to, or fatality of, a rail safety worker while performing rail safety work.

#### 15 Other incidents or accidents directly threatening rail safety

A rail safety incident or accident that is not included in a preceding provision of this Part, that directly threatens the safety of people or railway operations.

Examples of such other incidents or accidents may include—

- (a) an incident that involves sabotage or breach of cyber security;
- (b) an event that results in an emergency evacuation to protect public safety;
- (c) the sudden incapacity of a rail safety worker while performing a safety critical task or function;
- (d) de-training of passengers into an uncontrolled environment;
- (e) a train that significantly exceeds permitted speed.

### Part 2 Category B notifiable occurrences

#### 16 Collisions and near hits

- (1) A collision between a train and a person, other than a rail safety worker, that does not result in a serious injury or fatality.
- (2) A collision (that is not a Category A notifiable occurrence) between a train and—
  - (a) another train; or
  - (b) rolling stock (other than a train); or
  - (c) plant or machinery within a rail worksite; or
  - (d) rail infrastructure.
- (3) A near hit (that is not a Category A notifiable occurrence) between a train and—
  - (a) another train; or
  - (b) a person or a vehicle (other than a train) at a level crossing; or
  - (c) rolling stock (other than a train); or
  - (d) plant or machinery within a rail worksite; or
  - (e) rail infrastructure.

#### 17 Derailment

A derailment that is not a Category A notifiable occurrence.

#### 18 Proceed authority exceeded

- (1) A train (not including a light rail vehicle) that exceeds a limit of a proceed authority or proceeds without proceed authority on, or onto, a running line, other than due to a train rolling back (that is not a Category A notifiable occurrence).
- (2) A light rail vehicle that exceeds a limit of a proceed authority or proceeds without proceed authority that results in a near hit (that is not a Category A notifiable occurrence).

#### 19 Rolling stock runaway

A runaway of a train or rolling stock (that is not a Category A notifiable occurrence) that occurs within a yard and where the distance of the train or rolling stock runaway is more than 10 metres.

#### 20 Fire, explosion or spill of dangerous goods

- (1) A fire (that is not a Category A notifiable occurrence) that does not directly threaten the safety of people, being—
  - (a) a fire that occurs on an unoccupied locomotive or in an unoccupied driving cab; or
  - (b) a lineside fire caused by a train; or
  - (c) a fire that results in damage to rail infrastructure or rolling stock.



- (2) An accident or incident (that is not a Category A notifiable occurrence) that involves the spill of dangerous goods that results in damage to rail infrastructure or rolling stock.
- (3) Any other fire, explosion or spill of dangerous goods that does not directly threaten the safety of people.

## 21 Breach of network rules or procedures

A breach or omission of, or failure to comply with, a network rule, process or procedure, that does not result in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) failure to maintain a safe separation of trains with other trains, people or machinery (for example, due to the issuing of an incorrect proceed authority or incorrect protection arrangements);
- (b) a worker who is on a track without authority;
- (c) failure to protect a person who is working near electrical infrastructure, including trains being routed into de-energised or isolated sections of track;
- (d) a worker who is near electrical infrastructure without authority.

## 22 Rolling stock irregularity (including monitoring systems)

(1) A rolling stock irregularity that does not result in an immediate or direct threat to the safety of people or railway operations, but does require operating restrictions to be applied, including in the case of the following—

- (a) a non-critical failure of vehicle structural integrity;
  - (b) a non-critical reduction in braking performance;
  - (c) a failure that requires the isolation of vigilance or on-board train protection systems;
  - (d) a draw gear or coupler failure.
- (2) A train parting other than a train parting that is a Category A notifiable occurrence.

## 23 Track irregularity

A track irregularity (that is not a Category A notifiable occurrence) that is detected outside of track maintenance or inspection activities and that requires the imposition of an operational restriction, including in the case of the following—

- (a) a broken rail (including a fish plate);
- (b) a rail defect;
- (c) a track defect that affects horizontal alignment;
- (d) a track defect that affects vertical alignment;
- (e) spread track;
- (f) a points irregularity where damage may result in a threat to the safety of railway operations.

## 24 Other incidents or accidents involving serious injury or fatality

An incident or accident (that is not a Category A notifiable occurrence) involving a road vehicle that results in a serious injury to, or fatality of, a member of a train crew who is on roster while in transit to or from a service.

## Part 3 Category C notifiable occurrences

### 25 Collisions and near hits

A collision or near hit (that is not a Category A or a Category B notifiable occurrence)—

- (a) between a train and a vehicle (other than a train); or
- (b) between a train and a person.

### 26 Proceed authority exceeded

(1) A train that exceeds a limit of a proceed authority or proceeds without proceed authority (that is not a Category A or a Category B notifiable occurrence) where—

- (a) the rear portion of an otherwise stationary train (not including a light rail vehicle) rolls back resulting in part of the rear vehicle re-occupying a section of track; or
- (b) in the case of a train (including a light rail vehicle) within a yard—the train remains in the yard.

(2) Any other incident where a train (including a light rail vehicle) exceeds a limit of a proceed authority or proceeds without proceed authority that is not a Category A or a Category B notifiable occurrence.

### 27 Rolling stock runaway

A runaway of a train or rolling stock (that is not a Category A or a Category B notifiable occurrence) that occurs within a yard and where the distance of the train or rolling stock runaway is 10 metres or less.



## 28 Breach of network rules or procedures

A breach or omission of, or failure to comply with, work scheduling practices and procedures set out in the rail transport operator's fatigue risk management program.

## 29 Load irregularity

A load irregularity, that does not result in an immediate or direct threat to the safety of people or railway operations, including—

- (a) an open door, hatch, gate or curtain or an ineffective load restraint that results, or may result, in the loss of a load or a collision; and
- (b) an uneven distribution of a load, or underloading or overloading beyond safety tolerances (for example, due to the way a train that includes empty and loaded wagons is configured).

## 30 Rolling stock irregularity (including monitoring systems)

A failure of systems and processes designed to identify and manage rolling stock irregularities, that is not a Category A or a Category B notifiable occurrence, including the following—

- (a) a failure of wayside monitoring equipment;
- (b) an administrative failure that allows defective rolling stock to remain in service.

## 31 Level crossing irregularity

A failure of level crossing equipment (that is not a Category A or a Category B notifiable occurrence) that results in the intended level of protection not being fully provided prior to, or during, the passage of a train through the crossing, including in the case of the following—

- (a) only partial operation of an active warning device (for example, not all warning lights operating);
- (b) slow or incomplete lowering of boom barriers for the passage of a train;
- (c) locking systems on pedestrian gates (including emergency escape gates) failing to fully engage when closed;
- (d) missing or damaged control signs and devices at a passive level crossing.

## 32 Track irregularity

A track irregularity (that is not a Category A or a Category B notifiable occurrence) that is detected during track maintenance or inspection activities and that requires the imposition of an operational restriction, including in the case of the following—

- (a) a broken rail (including a fish plate);
- (b) a rail defect;
- (c) a track defect that affects horizontal alignment;
- (d) a track defect that affects vertical alignment;
- (e) spread track;
- (f) a points irregularity where damage may result in a threat to the safety of railway operations.

## 33 Civil infrastructure irregularity

A civil infrastructure irregularity (that is not a Category A notifiable occurrence) that does not result in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) a bridge strike by a road vehicle;
- (b) a significant track obstruction (for example, a landslide, rock fall, fallen tree, flood water or other infrastructure);
- (c) an embankment failure;
- (d) a structural defect of a viaduct, bridge, tunnel or station infrastructure;
- (e) a scaffolding collapse.

## 34 Electrical traction irregularity

An electrical traction irregularity (that is not a Category A notifiable occurrence) that does not result in an immediate or direct threat to the safety of people or railway operations, including in the case of the following—

- (a) a de-wiring or entanglement of overhead wiring;
- (b) failure of overhead wiring;
- (c) a traction equipment fault.

## 35 Incidents at person and train interfaces

(1) A train passenger door failure, system failure or an incident involving a train or a platform screen door (that is not a Category A notifiable occurrence) that results in a risk to the safety of passengers, including in the case of the following—



- (a) a defective passenger train door or inter-carriage door;
- (b) a train door that opens on the incorrect side of the train or while the train is not at, or completely at, the platform;
- (c) a platform screen door that opens while a train is not present;
- (d) an emergency door release failing to function.
- (2) Any slip, trip or fall by a person that occurs at an interface between a person and train (that is not a Category A notifiable occurrence), that does not result in a serious injury or fatality, including in the case of the following—
  - (a) a fall by a person while boarding or alighting from a train;
  - (b) a fall by person from a platform onto a track;
  - (c) a fall by a person between a train and a platform.

## 6.2.4. FSC Reporting

Contracts for building and construction works valued at \$4M or more, funded by the Australian Government, require accreditation under the Australian Government Building and Construction WHS Accreditation Scheme by the OFSC. An OFSC Incident Report shall be completed where Haslin are the principal contractor as per the table below except for all fatalities irrespective of the project value notifiable immediately by phone to 1800 652 500.

Incident Type	Timeframe		Project Type	
	Notifiable*	Non-Notifiable*	Scheme	Non-Scheme
Fatality	48 hours	n/a	Y	Y
Lost Time Injury (LTI)	2 weeks	2 weeks	Y	Y
Medically Treat Injury (MTI)	2 weeks	2 weeks	Y	N
Dangerous Occurrence	2 weeks	n/a	Y	N

\*A notifiable incident is an incident that is required to be notified under the relevant WHS legislation in the jurisdiction in which the project is being undertaken.

## 6.3. Incident Reporting

Reporting of all incidents and near misses is a mandatory requirement within Haslin. It is an obligation for all Haslin employees, sub-contractors and service providers to report incidents and near misses as per following protocols:

Reporting Person	Reports to	Timeframe	Reporting Mode
Any Haslin employee, subcontractor or service provider who is involved in the incident or notices the incident	Workgroup Supervisor, Site Manager, WHS Coordinator or Project Manager	Immediately	Verbal or written, as appropriate for the situation
Work Supervisor, Site Manager, Safety Coordinator	Haslin Project Manager	As soon as practicable but no later than 1 (one) hour of the occurrence of incident	Written with completed Incident Tool in Procure
Safety Coordinator	Haslin SLT/Reporting Group	As soon as reasonably practical	WhatsApp
Haslin Project Manager	Safety Manager	Within 1 (one) hour of the occurrence of incident	Written with completed Incident Tool in Procure
	Client/Principal and relevant regulator	As per contractual/statutory requirements	Written and in prescribed format
Safety Manager	General Manager	As soon as practicable but no later than 1 (one) hour of the occurrence of incident	As appropriate

\*Notification of incidents to relevant regulators must not be done without consultation with the Safety Manager.

In many cases pollution incidents causing or threatening material harm to the environment must be notified to local council and/or state regulatory body, as soon as practicable after the person becomes aware of the incident. A 'pollution incident' includes a leak, spill or escape of a substance, or circumstances in which this is likely to cause/be causing 'material harm', including on-site harm, as well as harm to the environment beyond the premises where the pollution incident occurred.



## 6.4. Incident & Injury Severity Classification

Class	Impact				
	Health & Safety	Environmental & Community	Plant & Property	Legal & Compliance	Management Impact
<p><b>Catastrophic Incident</b></p> <p>Damage or harm with permanent loss of capability or impact upon the business continuity.</p>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause injury which permanently alters the future of the individual (fatality, quadriplegia, amputee, permanent disability or psychological disturbance).</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause Long Term (greater than 12 months) and irreversible large-scale environmental, social or economic impacts</li> <li>Extended substantial disruptions and impacts to stakeholder(s) or Customers</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause damage to plant / equipment and / or property &gt; \$50,000.</li> <li>Significant long-term business process affected</li> </ul>	<ul style="list-style-type: none"> <li>Breach of legislation resulting in prosecution or prolonged action</li> <li>Major litigation costing more than \$10M</li> <li>Possibility of custodial sentence for Haslin Managers and employees</li> </ul>	<ul style="list-style-type: none"> <li>Critical incident or disaster with significant impact on the business that requires considerable senior management time to handle over many months</li> <li>Business objectives unobtainable and inability to execute core functions</li> </ul>
<p><b>Major Incident</b></p> <p>Damage or harm with temporary loss of function</p>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause an injury or disease resulting in temporary disability or time lost from work</li> <li>Lost Time or Medical Treatment injury. <ul style="list-style-type: none"> <li>LTI &gt; 5 Days</li> <li>RWI &gt; 10 Days</li> </ul> </li> <li>A major unplanned event happening, that does not result in an injury/illness or damage but had potential to do so.</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause Long-term (6 to 12 months) and potentially irreversible impacts</li> <li>Extensive remediation required</li> <li>Severe disruptions or long-term impacts to stakeholder(s) or customers</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause damage to plant / equipment and / or property &gt; \$10,000 and &lt; \$50,000.</li> <li>Short term interruption with some process affected</li> </ul>	<ul style="list-style-type: none"> <li>Breach of legislation resulting in fines/penalties from regulatory authority.</li> <li>Notifiable incident to an external regulatory body</li> </ul>	<ul style="list-style-type: none"> <li>Significant incident that can be managed with careful attention of management</li> <li>Will take some business level management time over several weeks</li> </ul>
<p><b>Significant Incident</b></p>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause an injury requiring Medical Treatment, or restricted work duties with high potential for escalation. <ul style="list-style-type: none"> <li>LTI &lt; 5 Days</li> <li>RWI up to 10 Days</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause Medium-term (between 3 and 6 months) and potentially irreversible impacts</li> <li>Considerable remediation required</li> <li>Major impacts or disruptions to stakeholder(s) or customers</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause damage to plant/equipment or property &gt; \$5,000 and &lt; \$10,000.</li> </ul>	<ul style="list-style-type: none"> <li>Breach of legislation resulting in warning from regulatory authority, but no fines/penalties issued.</li> <li>Compliance issue requiring internal investigation and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Moderate impact requiring short-term management intervention but does not significantly disrupt core processes.</li> </ul>

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# Incident Management Procedure

# HASLIN SEQ-PR-002

Class	Impact				
	Health & Safety	Environmental & Community	Plant & Property	Legal & Compliance	Management Impact
<b>Moderate Incident</b>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause an injury that requires first aid treatment or results in minor discomfort. Injury severity is low, and recovery time is quick, with no permanent damage.</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause Medium-term (between 1 and 3 months), reversible and/or well-contained impacts</li> <li>Minor remedial actions required</li> <li>Moderate impacts or disruptions to stakeholder(s) or customers</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause damage to plant/equipment or property &gt; \$1,000 and &lt; \$5,000. Typically cosmetic or minor damage that does not disrupt operations significantly.</li> </ul>	<ul style="list-style-type: none"> <li>Potential non-compliance issue but without significant legal consequences. Minor legal ramifications may require internal corrective actions.</li> </ul>	<ul style="list-style-type: none"> <li>Minor impact requiring brief management intervention. Incident may be documented, and preventive measures may be considered.</li> </ul>
<b>Minor Incident</b> Insignificant disruption	<ul style="list-style-type: none"> <li>Causes or has the potential to cause an injury which inconveniences the individual but allows the person to continue to carry out normal duties.</li> <li>First Aid Treatment or less</li> <li>A minor unplanned event happening, that does not result in an injury/illness or damage but had potential to do so.</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause Short-term (less than 1 month), reversible or minor impacts that are within environmental regulatory limits and within site boundaries</li> <li>Minor or short term impacts to stakeholder(s) or customers</li> </ul>	<ul style="list-style-type: none"> <li>Causes or has the potential to cause damage to plant / equipment and / or property &lt; \$10,000.</li> <li>Cosmetic damage to plant &amp; equipment, absorbed in maintenance budgets</li> </ul>	<ul style="list-style-type: none"> <li>Breach of internal compliance process, without impact, which is easily remedied.</li> </ul>	<ul style="list-style-type: none"> <li>Impact of incident absorbed in normal management duties</li> </ul>
<b>Near Miss</b>	Any incident which did not but may have had the potential to cause injury or damage.				

NOTE: Actual values for damages incurred should be used to classify incidents, not the value of an insurance excess.



## 6.5. Injury Classification

The following table defines injury classifications for use in reporting. Examples provided are not exhausted and further examples can be found in Appendix C.

Description
<b>Refused Care - RC</b>
A Refused Care incident occurs when an individual sustains an injury or illness at work but declines any form of treatment, including first aid or medical attention, at the time of the incident. Follow-up with the individual may be necessary to monitor their condition.
<b>Report Only - RO</b>
An incident where a worker sustains a minor injury that does not require medical treatment beyond basic first aid and does not result in lost work time. Examples include minor cuts, bruises, or strains that are self-treated or addressed onsite.
<b>First Aid Treatment - FAT</b>
Treatment is given that is within the scope of a first aider. This includes treatment provided by a nurse or registered medical practitioner, which could have been provided by a first aider. It also includes observations or diagnostic investigations that do not fall within the definition of medical treatment. A first aid case is a one-time treatment of any injury and any follow-up visit for conditions that do not ordinarily require medical care. Examples include cleaning minor cuts, applying bandages or ice packs, or using over-the-counter medication like pain relievers.
<b>Medical Treatment Injury - MTI</b>
A medical treatment injury involved harm resulting from a single workplace incident that is treated by or under the order of a registered medical practitioner, or an injury that could be considered as one that would normally be treated by a medical practitioner. To be classified a medical treatment injury the following condition must be met. The person received a work-related injury supported by a valid medical certificate from a medical practitioner, the person received treatment beyond that defined for first aid from or under the direction of a medical practitioner, other than for a health case treatment, and the person has not lost any time from work. This may include procedures such as sutures, fractures requiring immobilization, prescription medications, or treatments like physiotherapy
<b>Lost Time Injury – LTI</b>
A Lost Time Injury is a work related injury that causes the person to be unfit for any work duties for one whole rostered shift or more after the shift in which the injury occurred.  If the person requires follow up treatment or surgery in the future resulting from a first aid case or a medical treatment injury, the days lost resulting are recordable and the injury will be reclassified as a lost time injury.
<b>Fatality – F</b>
A fatality is a work-related injury that results directly or indirectly in the death of the injured worker. For the purposes of calculating the severity rates, fatalities should be assigned a time lost of 12 months (220 working days) at the time of incident (Refer to AS 1885.1-1990, section 6.17).
<b>Restricted Work Injury – RWI</b>
A Restricted Work Injury is recorded when an employee cannot perform the normal or routine functions of their role but does not result in days away from work. An employee’s normal or routine functions are those activities



the employee regularly performs at least once per week. A Restricted Work Injury occurs when, as a consequence of a work related injury or illness a licensed medical practitioner states on a medical certificate that:

- The employee is temporarily assigned to a different occupation.
- The employee cannot perform all of the normal or routine job functions for all or part of their shifts; or
- The employee works their regularly assigned job but cannot work the full shift.

Restricted work duty the day of the injury or illness does not make the incident a RWI. If the employee continues under restricted duties two days after the incident, the injury becomes a RWI.

Precautionary restricted duties may be assigned to an employee following injury or illness for the purpose of preventing a more serious condition from developing even though a licensed medical practitioner determines that the employee is fully able to perform all of their normal or routine job functions. In this case the injury is not recorded as an RWI.

## 6.6. Immediate Response

Depending on the nature and severity of an incident, immediate responses may be required for rescuing affected persons and/or plant, managing the incident situation in an efficient and consistent manner and ensuring sufficient information is gathered for further use and analysis by assigned investigator(s).

The following actions, as applicable to an incident situation, are to be taken in order:

- Assess the situation and severity of the incident
- Notify emergency services, if considered necessary
- Rescue injured persons, if practicable without risking own safety
- De-energise powered plant/tool involved in the incident (if applicable)
- Administer first aid to injured person(s)
- Arrange transportation of injured person(s) to the nearest medical facilities for treatment (if required)
- Cooperate with emergency services (if applicable)
- Secure the incident spot so as to preserve evidence for investigation
- Gather relevant information required for the class of incident initially using SEQ-FM-002 Incident-Near Miss Reporting Form (Incident Tool in Procure) and witness statements \ using SEQ-TP-004 Incident Witness Statement Template.
- For Catastrophic and Major Incidents all work on site is to cease until further notice either from authorities, client or Haslin Management

## 6.7. Preservation of Incident Evidence

Haslin employees and sub-contractors shall ensure that the place of an incident and any plant or equipment involved in the incident is maintained undisturbed until advised otherwise by the state regulators Inspector:

- An incident that has resulted in a person being killed
- An injury to a person that results in the amputation of a limb
- The placing of a person on a life support system
- Any incident listed below that presents an immediate threat to life:
- The loss of consciousness of a person caused by impact of physical force, exposure to hazardous substances, electric shock or lack of oxygen
- Major damage to any plant, equipment, building or structure
- An uncontrolled explosion or fire
- An uncontrolled explosion of gas, dangerous goods or steam
- An imminent risk of explosion or fire
- An imminent risk of an escape of gas, dangerous goods or steam
- A spill or incident resulting in exposure or potential exposure of a person to a notifiable or prohibited carcinogenic substance
- Entrapment of a person in a confined space
- Collapse of an excavation
- Entrapment of a person in machinery
- Serious burns to a person.



## 6.8. Incident Investigation

A Catastrophic or Major Incident Haslin Management may engage an external investigator to perform a formal investigation. Haslin's Managing Director will determine if an External Investigation is required. Haslin requires all incidents and near misses to be investigated and should involve relevant site management to identify the root causes of the incident. Investigations must be conducted by a person who is independent to the incident or the project. Unless otherwise determined by the Haslin Managing Director, HR Manager, Safety Manager or relevant regulatory agencies the levels and responsibilities for incident investigation shall be as follows:

Class of Incident	Level of Investigation	Investigation tool	Investigation Team	Investigator Training	Review Team	Timeframe for Investigation
Catastrophic Incident	3	Incident Tool in Procure & External ICAM or Internal ICAM SEQ-TP-116 ICAM Investigation at the discretion of the managing director.	.Lead investigator – External Incident Investigator or safety coordinator from a separate project Senior/Project Engineer from the project Subject Matter Expert	External ICAM	Safety Manager Project Manager Construction Manager	Brief sent to SLT and PM within 48 hours. Draft investigation (including Just Culture assessments, if applicable) submitted to review team within 21 days. Final report completed within 28 days, with Just Culture assessments sent to GM/HR for action by 35 days, if applicable. SLT presentation by PM within 35 days Project Manager presentation at PM meeting within 35 days. Lessons learned sent to safety@ within 42 days.
Major Incident	2; or 3 at the discretion of the safety manager.	Incident Tool in Procure & SEQ-TP-005 Level 2 Incident Investigation Report or Internal ICAM SEQ-TP-116 ICAM Investigation	Lead investigator – or safety coordinator from a separate project Senior/Project Engineer from the project Subject Matter Expert	ICAM training or under the supervision of a competent person with ICAM Training. Haslin Internal Incident Procedure training.		
Significant Incident	2	Incident Tool in Procure & SEQ-TP-005 Level 2 Incident Investigation Report	Safety Manager.	ICAM training or under the supervision of a competent person with ICAM Training. Haslin Internal Incident Procedure training.		
Moderate Incident	2	Incident Tool in Procure & SEQ-TP-005 Level 2 Incident Investigation Report	Safety Manager.	ICAM training or under the supervision of a competent person with ICAM Training. Haslin Internal Incident Procedure training.		
Minor Incident	1	Incident Tool in Procure	Site Safety Coordinator.	Haslin Internal Incident Procedure training.		
Near Miss	1	To be reported in the Observation tool in Procure	Site Safety Coordinator.	Haslin Internal Incident Procedure training.		



## 6.9. High Potential Incident Investigations

High Potential Incidents (HPIs) are events or near misses with the potential to cause significant harm to people, the environment, or property, even if no harm occurred. Proper identification and thorough investigation of HPIs are critical to preventing similar incidents in the future and improving overall safety performance.

The following criteria help identify HPIs:

- Severity Potential Classification. Incidents that, under slightly different circumstances, could have been classified as
  - Catastrophic
  - Major; or
  - Significant
- Near Misses: Close calls where the outcome could have led to significant harm.

High Potential Incidents (HPIs) must be classified in accordance with Section 6.6: Incident and Injury Severity Classification, ensuring they are assessed based on their potential severity rather than actual outcomes. This classification process ensures consistency in identifying events with the potential for significant harm.

Once the HPI have been classified, the incident must be investigated in alignment with Section 7.3: Incident Investigations, which outlines the investigation tool to be used, the investigation team members and the reporting requirements. This approach ensures that HPIs receive the same level of scrutiny and thorough analysis as other significant incidents, driving systemic improvements and reducing future risks.

## 6.10. Critical Incident Investigation

Incident Cause Analysis Method (ICAM) Is the methodology to be used for incident investigation and analysis for catastrophic or major incidents. The ICAM method enables the identification of systemic safety deficiencies, assists investigation teams to identify what really went wrong and ensures recommendations are focused on what needs to be done to prevent recurrence.

## 6.11. Implementation of Corrective Action and Preventive action

Based on the findings of the incident investigation the investigator may raise an NCR using SEQ-FM-003 NCR/CAR Form (observations Tool in Procure) If the incident requires further disciplinary actions, this will be managed by the HR Manager and General Manager. Where corrective actions arising from an incident investigation involves or is likely to involve a financial component, this shall be approved by the Managing Director.

The Safety Manager shall ensure that:

- The adequacy and effectiveness of the implemented corrective action is verified by an independent person
- If the implemented corrective action appears to be adequate and effective, the action is closed on the local Non-conformance and Corrective Action Register and the Incident Tool in Procure.

Based on the root cause investigation, preventive action required to eliminate potential causes of non-conformance will be considered which may involve changes to system procedures, work instructions, quality plans, machinery, tooling, operator training supplier removal, changing the activity to eliminate, isolate or reduce risk by installing barriers, alarms, or other engineered solutions. As determined by Haslin’s Safety Manager, incident investigations will include a review of system procedures including re-evaluation of work practices and safety procedures.

## 6.12. Reporting Calculations

**LTIFR** The number of lost-time injuries within a given accounting period relative to the total number of hours worked in the same accounting period.

$$\frac{\text{Lost Time Injuries X 1,000,000}}{\text{Hours worked}}$$

**MTIFR** Medical Treated Injury frequency rates are the number of medical treated injuries within a given accounting period relative to the total number of hours worked in the same accounting period.

$$\frac{\text{Medical Treatment Injuries X 1,000,000}}{\text{Hours worked}}$$

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Hours worked

**TRIFR** Total Recordable Injury Frequency Rate is the number of Lost Time Injuries and Medical Treated Injuries within a given accounting period relative to the total number of hours worked in the same accounting period.

$$\frac{\text{Total Recordable Injuries X 1,000,000}}{\text{Hours worked}}$$

**RWIFR** Restricted Work Injury frequency rates are the number of Restricted Work Injuries within a given accounting period relative to the total number of hours worked in the same accounting period.

$$\frac{\text{Restricted Work Injuries X 1,000,000}}{\text{Hours worked}}$$

### Severity Frequency Rate

$$\frac{\text{Days Lost to Lost Time Injury X 1,000,000}}{\text{Hours worked}}$$

### High Potential Incident Frequency Rate

$$\frac{\text{All High Potential Incidents X 1,000,000}}{\text{Hours worked}}$$

Note:

- Frequency Rates are expressed as rolling values, calculated for the previous 12 months.
- When calculating the SFR, all cumulative days lost from subsequent months are to be included in the original month of injury.

Frequency Calculation information is gathered monthly from SEQ-FM-011 HSEQ Monthly Site Reports and statistics calculated on SEQ-TP-008 Haslin Statistics Register

## 6.13. Incident Trend Analysis

The Safety Manager shall undertake periodic trend analysis of incidents and near misses. Where a particular trend is evident or a systemic issue is identified, a review of relevant procedures will be undertaken which may require changes to eliminate such trend or issue. Results of incident trend analyses shall be included in the HSEQ Monthly Management Report SEQ-FM-039 and communicated to Haslin employees.

## 6.14. Communication of Key Learning

Unique lessons learnt from any incident investigation shall be captured, documented and communicated across Haslin to prevent recurrence of similar incidents. The investigation team shall prepare a 'Lessons Learnt' paper for each unique lesson in accordance with SEQ-TP-006 or toolbox using SEQ-FM-040 and circulate it across Haslin within 42 days of the incident occurring. Haslin Project Managers and Office Managers shall remain responsible for displaying the Lessons Learnt papers on the local notice board and discussing the lessons learnt with all employees during staff meetings, pre-starts or toolbox talks.

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## 6.15. Post Trauma Counselling

The short- and long-term psychological effects of an incident can be severe, with each person reacting differently and presenting a wide variety of different symptoms. It is important to act promptly following an incident to provide support to persons involved in an emergency situation. **Post trauma counselling can be provided through Haslin's Employee Assistance Program and can be arranged by contacting the HR Manager.**

## 6.16. Incident Records

Each Haslin Office and project site shall maintain an Incident Register on Procore (SEQ-TP-007) to record details of incidents and near misses.

## 7. Training

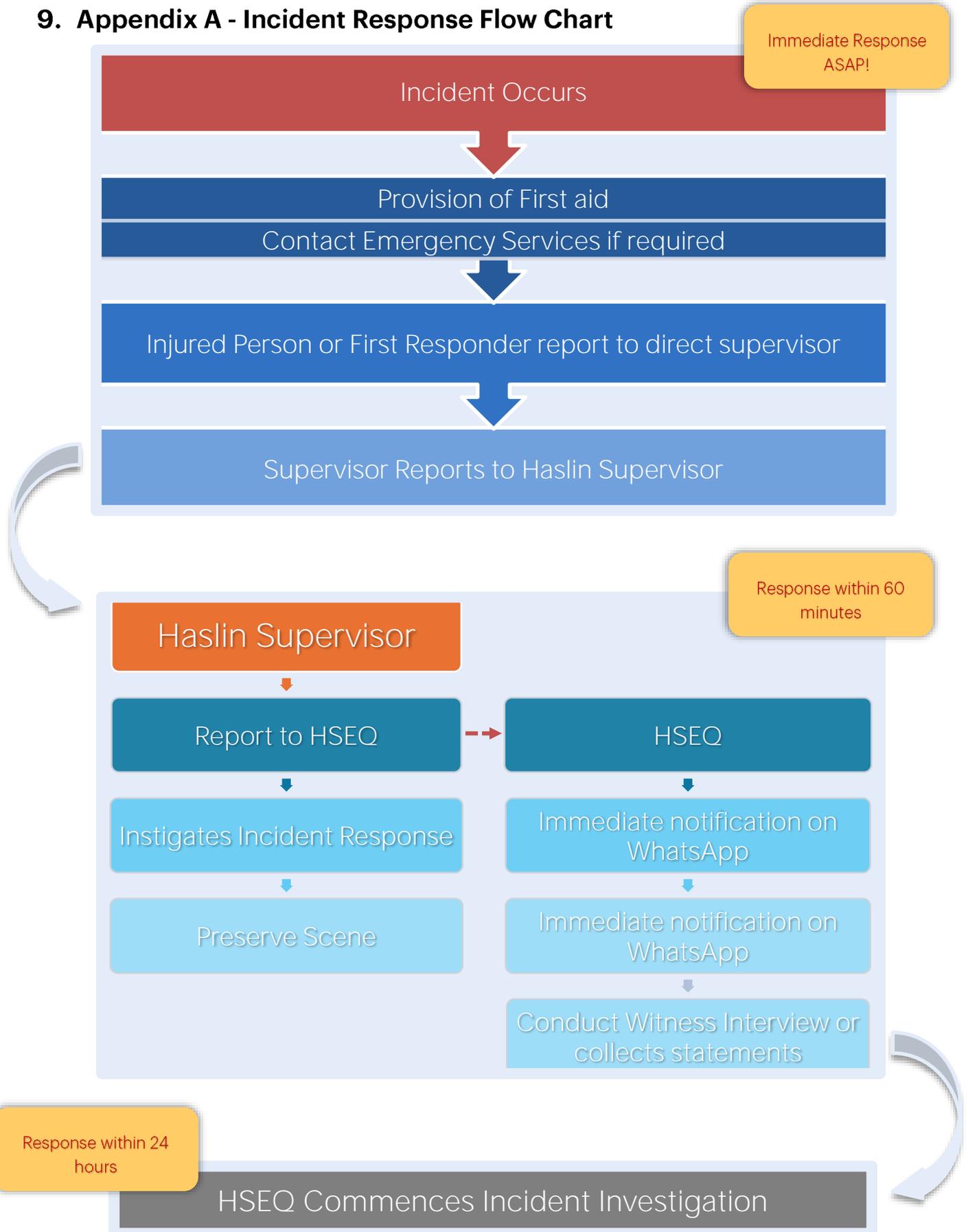
- External, ICAM Basic Investigators Training or Incident Investigation BSBOHS508B Training.
- Haslin internal Incident Investigation Training SEQ-ML-006.
- RTW Coordinator for safety managers

## 8. Relevant Templates, Forms and Checklists

SEQ-FM-002	Incident/ Near Miss Reporting Form (Procore Tool)
SEQ-FM-003	NCR/CAR Form (Procore Tool)
SEQ-FM-039	HSEQ Monthly Management Report
SEQ-FM-011	HSEQ Monthly Site Report
SEQ-ML-006	Haslin Incident Investigation Training
SEQ-ML-007	EAP Information Handbook
SEQ-TP-004	Incident Witness Statement Template
SEQ-TP-006	Lessons Learnt
SEQ-TP-007	Incident, Register (Procore Tool)
SEQ-TP-008	Haslin Statistics Register
SEQ-TP-005	Level 2 Incident Investigation
SEQ-TP-116	ICAM Investigation
SEQ-PR-003	Rehabilitation and Return to Work Procedure

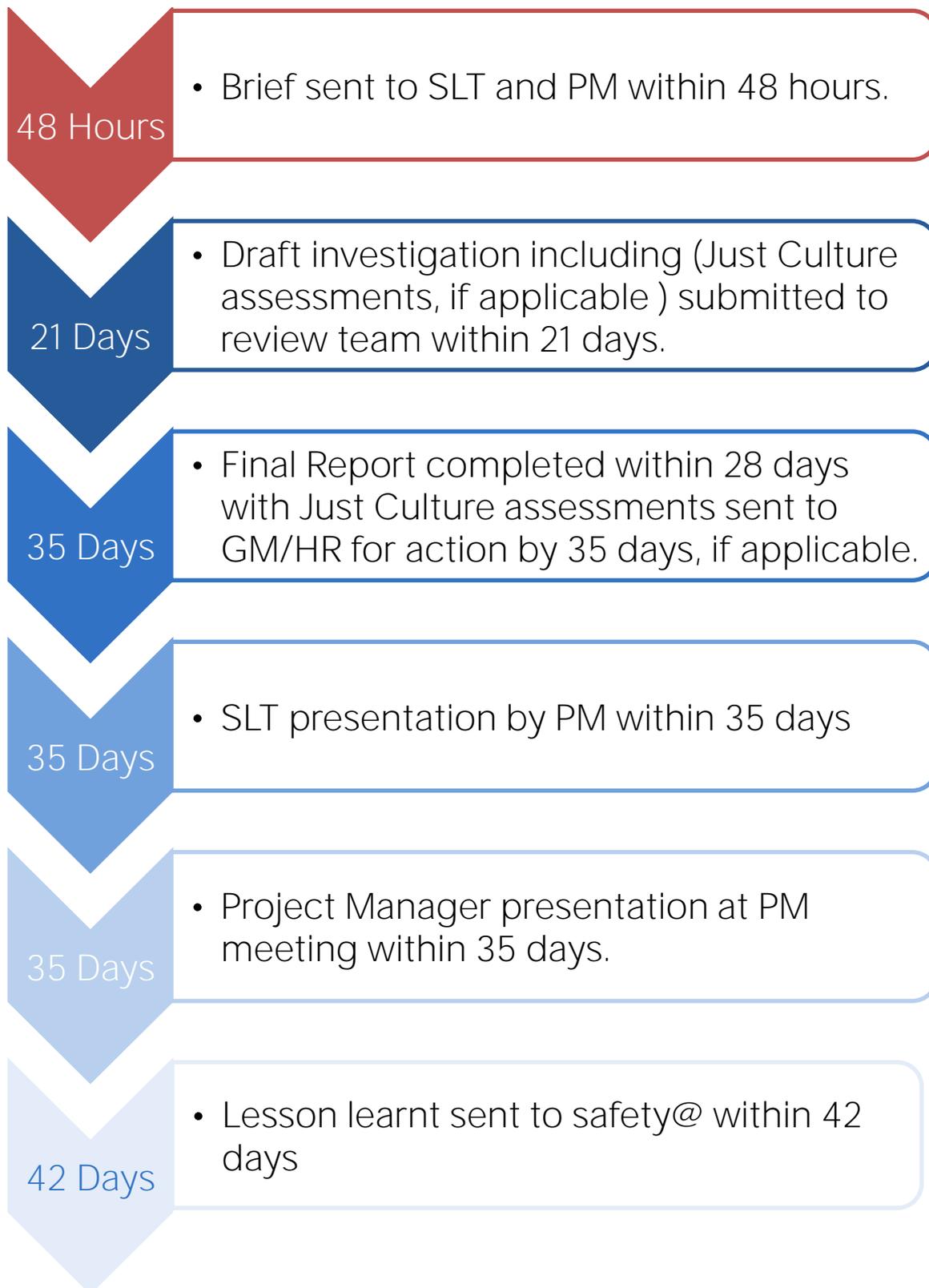


## 9. Appendix A - Incident Response Flow Chart





## 10. Appendix B - Timeframe for Investigation





## 11. Appendix C – Injury Classification Examples

### FAI

- Visits to a medical practitioner, hospital or other health professional solely for observation or counselling.
- Diagnostic procedures such as x-ray or blood tests, including the administration of prescription medications used solely for diagnostic purposes (i.e.. eye drops to dilate pupils).
- Using a non-prescription medication at not more than the recommended dosage on the medication label.
- Using a prescription medication as a 'one-off' single dose for a minor injury or as precautionary or for preventive treatment, e.g. antibiotic to prevent infection.
- Administering immunisations (e.g. Hepatitis B or tetanus) as a precaution to prevent illness post injury.
- Cleaning, flushing or soaking wounds on the surface of the skin or applying antiseptic or bandages.
- First degree or superficial burns
- Applying wound coverings such as bandages, gauze pads, butterfly bandages, or steri-strips (Permanent wound closures such as sutures, staples, or glues are considered medical treatment).
- Using hot or cold therapy during the first visit and up to 24 hours.
- Using any means of non-rigid support, such as elastic bandages, wraps, or non-rigid back belts. (Devices with rigid stays or other systems designed to immobilise parts of the body are considered medical treatment).
- Drilling a fingernail or toenail to relieve pressure or drain fluid from a blister.
- Removing foreign bodies from the eye using only irrigation or a cotton swab.
- Removing splinters or foreign material from areas (other than eyes) using tweezers, cotton swabs or other simple means .
- Using finger guards or eye patches.
- Drinking fluids for relief of heat stress.
- Up to three sessions of physiotherapy, chiropractic or other physical therapy modality e.g. Ultrasound.
- Massage.
- Admission to hospital for electrocardiogram (ECG) following an electric shock.
- Second opinion medical reviews to clarify or confirm diagnosis if no intervention is required.

### MTI

- An injury that results in a loss of consciousness, with the exception of fainting.
- Admission to hospital as an in-patient for treatment including surgery, except for injuries deemed to be a health case.
- Treatment of bruises by drainage, except the drilling of a fingernail to relieve pressure.
- Treatment of breaks or fractures including immobilisation, e.g. using a splint, cast or similar
- Treatment of infection except routine application of antiseptics.
- Treatment of partial or full thickness burns (second or third degree).
- Insertion of sutures or alternatives such as staples or cutaneous glues (except if the glue was used because as alternative was not available e.g. In the hair because a steri strip would not hold).
- Removal of foreign bodies from wounds, if the procedure is complicated by the depth of embedment, size or location.
- Removal of foreign bodies embedded in the eye (i.e.. requires more than irrigation or cotton swab).
- Continued use of oxygen after exposure to toxic or noxious atmosphere (initial one-off treatment considered first aid).
- Attendance with a registered health professional if prescribed by a medical practitioner after the fourth visit.
- Use of prescribed medications (see below details).

### Exclusions

An injury is not a medical treatment injury if:

- No medical treatment has been given
- The medical consultations are, and are likely to remain, solely for diagnostic purposes e.g. Blood tests, x-rays
- The only treatment is routine and preventative, such as a preventative administration of antiseptic (in the absence of obvious infection), single dose prescription medication, tetanus shots or boosters.
- Only palliative medications or over the counter medications have been given or taken.
- Prescription medication has been given other than a recommendation for light duties.
- The medical treatment does not exceed four sessions in the case of allied health professionals. i.e.. physiotherapy