Incident Investigation Procedures – Toolbox Talk

While all incidents should be investigated, the extent of such investigation shall reflect the seriousness of the incident utilizing a root cause analysis process or other similar method. Follow the procedures outlined below to conduct investigations:

- Assign investigators to carry out specific tasks. Such tasks include:
  - Inspect the incident site.
  - Interview witnesses and injured person(s).
  - Compile and review data.
  - Develop recommendations for corrective action(s).
  - Compile the written investigation report.
- Present a preliminary briefing to the investigating team, including:
  - A description of the incident with damage estimates.
  - Normal operating procedures.
  - The location of the incident site and a listing of witnesses.
  - Events that preceded the incident.
- Visit the incident site to:
  - Secure the site to protect evidence and prevent further injuries.
  - Inspect the area, including walking and working surfaces, equipment, entrances and exits, air quality systems, and all other conditions, processes, or items that could possibly have contributed to the incident or injury.
  - Record details of the incident site, including lighting conditions, other environmental factors, and any unsafe conditions, tools, equipment, or operations.
  - Document the location of victims, witnesses, machinery, energy sources, and hazardous materials.
  - Prepare the necessary sketches and photographs, label each item carefully, and keep accurate records.
- Interview each injured person and witness. Also, interview those who were present before the incident and those who arrived at the site shortly after the incident. Keep accurate records of each interview.
- Evidence such as people, positions of equipment, parts, and papers must be preserved, secured, and collected through notes, photographs, witness statements, flagging, and impoundment of documents and equipment.
- Conduct a change analysis of all the information from the incident site and interviews:
  - Define the problem (what happened?).
  - Establish the normal (what should have happened?).
  - Identify, locate, and describe the change (what, where, when, to what extent).
  - Specify what was and what was not affected.
  - Identify the distinctive features of the change.
  - List the possible causes and then select the most likely causes.
- Analyze the data collected from the determination/analysis of incident causes. Repeat any of the prior steps, if necessary. Determine:
  - Why the incident occurred?
  - A likely sequence of events and probable causes (direct, indirect, and basic).
  - Alternative sequences.
- Perform wrap-up activities including:
  - Check each sequence against the data from the determination/analysis of incident causes.
  - Determine the most likely sequence of events and the most probable causes.

- Develop recommendations for corrective action, if needed.
- Conduct a post-investigation briefing.
- Prepare a written report including the recommended actions to prevent a recurrence and distribute the report according to applicable instructions.
- Management will review reports to determine what lessons can be learned from the incident and whether policy changes are necessary.
- Changes to procedures will be put into effect and communicated to all employees to prevent the incident from recurring and ensure that similar incidents do not happen.