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# **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





**KPA FLEX 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 gualifiers 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	<ul> <li>Emergency Response</li> <li>Broken Bone(s)</li> <li>Unprotected Fall</li> <li>Other Significant Injury</li> <li>Incidents resulting in injuries to more than one employee</li> </ul>	Property, Equipment, or Vehicle Damage more than \$25,000	<ul> <li>Any Third-Party injury</li> <li>Subcontractor incidents resulting in significant injury and/or risk to the project</li> </ul>	Scan QR Code to view Level I Response Procedure
Level II	<ul> <li>All incidents that are or have the potential to become Recordable injuries</li> <li>First Aid cases treated off site</li> </ul>	<ul> <li>Property, Equipment, or Vehicle Damage \$5,000 - \$25,000</li> <li>3rd Party that has potential to have injury or property damage of under \$5,000</li> </ul>	<ul> <li>At-fault Utility Strike</li> <li>Reportable Environmental Releases</li> <li>Subcontractor near misses or OSHA Reportable incidents</li> </ul>	Scan QR Code to view Level II Response Procedure
Level III	<ul> <li>First Aid Injury Cases</li> <li>Near Misses</li> </ul>	<ul> <li>Property, Equipment, or Vehicle Damage less than \$5,000</li> <li>Theft</li> </ul>	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

ncident Qualifier Matrix last updated 03.16.2023



#### 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 require 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 indivudals 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.**