



ACCIDENT / INCIDENT REPORTING PROCEDURE

1) Definitions

The following should be regarded as an accident/incident for the purposes of this procedure.

a) An accident

The HSE define an accident as “any unplanned event that resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity” .

Example: A window cleaner dropping a bucket from a height, which caused injury to a person underneath, would be classed as an accident.

b) A “near-miss” incident

A “near-miss” incident can be defined as, “any event, which under slightly different circumstances, may have resulted in injury or ill health of people, or damage or loss to property, plant, materials or the environment or a loss of business opportunity” .

Example: A window cleaner dropping a bucket from a height, which just missed a person standing underneath, would be classed as a “near-miss” incident. This incident did not cause an injury to a person but, under slightly different circumstances (the person standing nearer to the contact point) the person may have been injured.

c) Other Incidents

Other incidents include threatening behaviour and physical violence.

d) Dangerous occurrence

A dangerous occurrence can be defined as, “any incident that has a high potential to cause death or serious injury” and are specified by the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations 1995.

2) The Accident/Incident Form & On-line Reporting

All accidents/incidents and near misses must be recorded by the injured party, ‘employee’ leading the tour, First Aider (if present) or witness using the

Accident/Incident Report Form. Where an Injured Party is unable to complete the form owing to the injury or on leave, they must get an appropriate person to complete the form on their behalf.

Each 'employee' leading a tour is required to have blank copies of the Accident/Incident Report Forms with them whilst working for In the footsteps. These must be easily accessible to all tour participants and can be printed off as required from the online master.

A copy of the completed Accident/Incident Report Forms must be sent within three days of the incident occurring to the In the footsteps Office. They will ensure that the information contained on the Accident/Incident Report Form is kept confidential in accordance with the Data Protection Act 1998.

In addition to the Accident/Incident Report Form, there is also the opportunity for employees to complete the report electronically and sent it via email to the In the footsteps Office. An electronic version of the form can be found at the following web link.

[Incident Report Form](#)

Completed on-line reporting forms should be sent by email to the following email address.

incidents@inthefootsteps.com

The In the footsteps Office will subsequently forward all relevant information on to those individuals who require to know about the accident/incident. These are generally those who are required to undertake any investigation and/or review of the accident/incident.

3) Immediate Reporting of Serious Accidents/Incidents by Telephone

Where a serious accident/incident (see List of Serious Incidents below) has occurred the In the footsteps Office should be telephoned immediately (although not at the expense of first aid/medical treatment) on:

+44 (0)1989 565599 - In the footsteps Head Office
+44 (0)7834 596612 - Mobile Number (24 hours)

The In the footsteps Office will decide what level of further investigation is required. Where appropriate, the In the footsteps Office may contact the HSE to appraise it of the situation.

Even though a telephone call to the In the footsteps Office has been made, an Accident/Incident Report Form should still be completed and submitted as described above.

4) List of Serious Incidents

The following list is indicative rather than exhaustive:

- a) Statutory dangerous occurrences, e.g. collapse of a structure; lifting gear failure; boiler explosion - anything with high potential to kill or injure.
- b) Injuries beyond the scope of first aid - i.e. referred to hospital for treatment (not just as a precaution).
- c) Safety-related incidents involving the emergency services.
- d) Incidents likely to attract the attention of the statutory authorities, or warrant investigation should they be alerted.
- e) Near-miss incidents (with high impact potential) involving members of the public.
- f) Incidents likely to attract negative media attention.

5) HSE Accident Books

The In the footsteps Office will use information provided on the Accident/Incident Report Form to complete entries in the HSE Accident Book for all employee injuries. These entries will be referenced to the Accident/Incident Report Form and filed appropriately in accordance with the Data Protection Act 1998. Only the In the footsteps Office should have a copy of the HSE Accident Book available for use by staff.

6) RIDDOR Reporting

Upon receipt of an Accident/Incident Report Form the In the footsteps Office will decide if the accident/incident is reportable under the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. Where this is the case, the In the footsteps Office will report the incident to the HSE.

Employees should not report accident/incidents to the HSE through the RIDDOR system. If a serious accident/incident has occurred the In the footsteps Office must be notified by telephone (see above) and can arrange to report the accident/incident by the most appropriate media.

Accidents/Incidents reportable under RIDDOR are: -

- a) Major Injuries.
- b) Specified Dangerous Occurrences.
- c) Specified Diseases

7) Accident Investigation

Following any accident/incident or near miss, the employee deemed to be in control of the area where the incident occurred will ensure that an accident investigation is undertaken. The investigation will be to establish the

immediate and underlying causes in order to prevent a similar incident occurring in the future.

A copy of the completed Accident/Incident Investigation Forms must be sent within seven days (one calendar week) of the incident occurring to the In the footsteps Office. They will ensure that the information contained on the Accident/Incident Report Form is kept confidential in accordance with the Data Protection Act 1998.

In addition to the Accident/Incident Investigation Form, there is also the opportunity for employees to complete the investigation form electronically and sent it via email to the In the footsteps Office. An electronic version of the form can be found at the following web link.

[Incident Report Form](#)

Completed on-line investigation forms should be sent by email to the following email address.

incidents@inthefootsteps.com

Advice and/or assistance for completion of the accident/incident investigation form can be sought from the In the footsteps Office.

The In the footsteps Office will investigate any incident/accident or near miss which results in a report having to be made under the RIDDOR regulations.

All employees are required to cooperate fully with investigations conducted in the interests of health and safety.

8) Data and Trend Analysis

The In the footsteps Office will undertake statistical and trend analysis of accident/incident data in order to assess the company's performance against appropriate benchmarks. Such data will normally be considered at the regular health and safety review meetings.

9) Dealing with Press Interest

Whilst individuals have certain rights and freedoms, In the footsteps does need to protect its reputation by conveying only accurate and consistent information to the Press. Employees are, therefore, asked not to comment on any accident/incident without express permission from the In the footsteps Office. Any enquiries by the Press should be referred to the In the footsteps Office (tel: 01989 565599).