



INCIDENT MANAGEMENT PLAN

Operations Support
& Implementation

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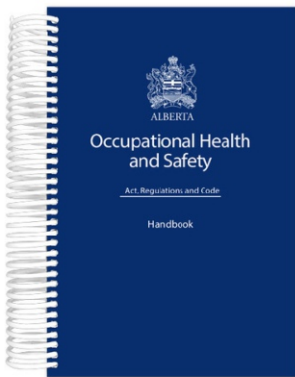


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REGULATORY REPORTING REQUIREMENTS



In Alberta, the *Occupational Health and Safety (OHS) Act* requires employers and workers to report certain types of incidents to Alberta OHS authorities. Here are the key reporting requirements:

You must call the Occupational Health and Safety Contact Center (1-866-415-8690) as soon as possible if:

- A worker has died at work or from an illness connected to the work site.
- A worker has been or will be admitted to a hospital as a result of a workplace injury, illness or incident - hospital admission does not include treatment at an emergency room or urgent care center.
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or illness or has the potential to cause a serious injury or illness.
- The collapse or upset of a crane, derrick or hoist.
- The collapse or failure of any component of a building or structure.

You must report mine or mine site incidents described in section 544 of the OHS code online as soon as possible.

If death, serious injury, illness or incident has occurred at a mine or mine site, call the OHS Contact Center as soon as possible.



DO NOT DISTURB THE SCENE

The *OHS Act* describes the scene as the immediate area where the injury, illness or incident occurred. Do not disturb the scene if:

- Incidents that result in a worker fatality or may result in a worker being admitted to hospital.
- An unplanned or uncontrolled explosion, fire or flood that causes a serious injury or illness or has the potential to cause a serious injury or illness.
- A crane, derrick or hoist collapse or upset.
- Structure failure.

You can also not alter, move or remove equipment, documentation or other information related to the injury, illness or incident.

WHEN IS IT OKAY TO DISTURB A SCENE?

From the *OHS Act*, you can disturb the scene of an injury, illness, or incident if:

- An OHS officer or police officer gives you permission to do so.
- You need to attend to a person who is ill, injured or killed.
- You need to prevent further injuries, illnesses or incidents.
- You need to protect property endangered by the incident.

The *OHS Act* does not prohibit disturbing the scene of radiation, over exposures, mine or mine site incidents or potentially serious injuries. If a death, serious injury, illness or incident has occurred at a mine or mine site or because of a radiation over exposure, these fall under the “Do not disturb the scene” rules.

You are allowed to disturb the scene of an unplanned or uncontrolled explosion, fire or flood; a crane, derrick or hoist collapse or upset; a (full or partial) building or structural collapse or failure if:

- There is no injury or illness involved
- You haven't been directed otherwise by an OHS officer or police officer



REPORTING TIMELINE

Immediate Reporting: Fatalities and serious injuries must be reported to Alberta OHS immediately, as soon as it is safe to do so.

Dangerous Occurrences: These should also be reported immediately after the incident.

HOW TO REPORT

By Phone: You can report incidents by calling the 24-hour OHS Contact Centre at 1-866-415-8690 (toll-free within Alberta) or 780-415-8690 (if calling from outside Alberta).

Online Reporting: Some incidents can also be reported through the Alberta OHS online incident reporting system.

WHAT INFORMATION TO PROVIDE

When reporting an incident, be prepared to provide the following information:

- Employer's name and contact information.
- Location of the incident.
- Time and date of the incident.
- Names and contact details of those involved.
- A description of the incident, including what happened and the nature of the injuries or damage.
- Any immediate actions taken following the incident.





INVESTIGATION REQUIREMENTS

Internal Investigation: Employers must conduct an internal investigation following any reportable incident. This investigation should determine the root cause of the incident and recommend corrective actions to prevent a recurrence.

Submit Investigation Report: The findings of the investigation must be documented, and a report may need to be submitted to Alberta OHS, particularly for serious incidents.

RECORD-KEEPING

- **Maintain Records:** Employers must maintain records of all incidents and investigations. These records should be kept for a minimum of two years.
- **Penalties for Non-Compliance.**
- **Fines and Penalties:** Failure to report an incident as required by the Alberta *OHS Act* can result in significant fines and penalties for both employers and workers. Compliance is essential to avoid legal repercussions and ensure workplace safety.



INCIDENT TYPES

Incident types in the workplace can vary widely, depending on the nature of the work and the environment. Here are common types of incidents that may occur:

Safety Incidents

- Slips, Trips, and Falls: Incidents where an employee slips, trips, or falls, potentially causing injury. Common in environments with wet floors, uneven surfaces, or poor lighting.
- Struck by Object: Incidents where an employee is hit by a falling, flying, or swinging object, such as tools, equipment, or materials.
- Caught in or Between: Incidents where an employee is caught in or between machinery, equipment, or materials, potentially causing crushing injuries.
- Vehicle Accidents: Incidents involving workplace vehicles such as forklifts, trucks, or company cars, including collisions, rollovers, or pedestrians being struck.
- Fire or Explosion: Incidents involving a fire or explosion, which may result from flammable materials, faulty equipment, or electrical issues.
- Electrical Incidents: Incidents involving contact with live electrical circuits or equipment, leading to shocks, burns, or electrocution.
- Chemical Exposure: Incidents where employees are exposed to hazardous chemicals, leading to burns, respiratory issues, or poisoning.
- Ergonomic Incidents: Injuries resulting from poor workstation design, repetitive motions, or lifting heavy objects, leading to musculoskeletal disorders.





Health Incidents

- **Illness Outbreaks:** Incidents involving the spread of contagious diseases or illnesses within the workplace, such as COVID-19, flu, or foodborne illnesses.
- **Exposure to Biological Hazards:** Incidents where employees are exposed to biological hazards like bacteria, viruses, or other infectious agents, particularly in healthcare or laboratory settings.
- **Mental Health Incidents:** Incidents related to workplace stress, harassment, or bullying that lead to mental health issues such as anxiety, depression, or burnout.
- **Heat Stress:** Incidents where employees suffer from heat exhaustion, heat stroke, or dehydration, typically in hot working environments.
- **Noise-Induced Hearing Loss:** Incidents involving exposure to loud noises that can lead to temporary or permanent hearing loss.

Security Incidents

- **Workplace Violence:** Incidents involving physical assault, threats, or harassment between employees or involving external individuals (e.g., customers, clients).
- **Theft or Vandalism:** Incidents where property is stolen, damaged, or vandalized within the workplace.
- **Cybersecurity Incidents:** Incidents involving breaches of the organization's digital security, such as hacking, data theft, or phishing attacks.
- **Unauthorized Access:** Incidents where unauthorized individuals gain access to restricted areas or sensitive information.

Environmental Incidents

- **Spills or Leaks:** Incidents involving the release of hazardous substances (e.g., chemicals, oil) into the environment, which could cause contamination or pollution.
- **Waste Management Issues:** Incidents where improper disposal or handling of waste materials leads to environmental harm or health hazards.
- **Natural Disasters:** Incidents where natural events like earthquakes, floods, or hurricanes affect the workplace, causing damage or safety risks.



Operational Incidents

- **Equipment Failure:** Incidents where machinery, tools, or equipment malfunctions, potentially leading to production delays, safety risks, or injuries.
- **Process Deviations:** Incidents where standard operating procedures are not followed, leading to quality issues, safety risks, or operational disruptions.
- **Power Outages:** Incidents involving the loss of electrical power, which may disrupt operations, affect safety systems, or cause equipment to fail.
- **Supply Chain Disruptions:** Incidents where interruptions in the supply chain (e.g., delayed deliveries, shortages of materials) impact production or service delivery.

Near Misses

- **Close Calls:** Incidents where an accident or injury almost occurred but was avoided, often highlighting potential hazards that need to be addressed.



Compliance Incidents

- **Regulatory Violations:** Incidents where workplace practices do not comply with provincial or federal regulations, potentially leading to fines or legal action.
- **Policy Breaches:** Incidents where company policies or codes of conduct are violated, which may require disciplinary action or policy review.



INCIDENT INVESTIGATION

Secure the Scene

- Ensure the scene is made safe for you to attend to any injured worker- do not put yourself in harms way in the process.
- Preserve equipment and property in current state as long as safe to do so.
- Notify applicable necessary parties (utilities, police, OHS, company officials).
- Take initial photos from as many relevant perspectives as possible.
- Separate witnesses and obtain statements.

Plan Investigation

- Assess who needs to provide statements - witnesses to incident, individuals that were part of planning process or assignment of task.
- Take witness statements as soon as possible. This helps to get fresh information before individuals start to forget.
- Interview people with expertise in certain areas that could be of assistance.
- Ensure that you prepare your tool kit with anything needed - tape measure, engineered drawings, equipment manuals etc.
- Assess what documentation you want to see - maintenance logs, inspections, hazard assessments, relevant certifications, time cards etc.



Data Collection - Document the Following

- Details about the worker(s).
- Details regarding injuries and/or damages.
- A narrative description of the events that took place, including the location of the incident, the sequence of events leading up to the accident or near miss, equipment or objects involved, conditions under which the incident occurred, the task being performed at the time and other pertinent details.
- Information about supervision at the time of the incident.
- Build a chronological timeline of the steps leading up to the incident.
- Gather documentation (maintenance logs, inspections, hazard assessments, relevant certifications, time cards etc) and start to review.

Data Analysis

Work backwards from the incident with collected data to assist in determining WHY this occurred. Keep asking WHY at each step until there is no further response is required at that step. These are contributing factors which will help establish root cause.

Finding Root Causes - The 5 Whys Analysis

The “five whys” is a proven tool for getting to the root cause of the problem. These are the causes that if corrected, would keep similar problems from happening in the future. It involves asking “why” as many times as necessary - and five is often the magic number.

For Example - a worker slipped and fell to the floor, suffering a sprained ankle.

1. WHY? There was an oily puddle on the utility floor.
2. WHY? Oil had seeped out from a compressor motor.
3. WHY? An oil leak had developed but no one had noticed.
4. WHY? The compressor was not inspected regularly.
5. WHY? Management had decided to cut the maintenance budget and the maintenance staff was told to focus only on production equipment.



Implement Corrective Actions

- Develop corrective actions to be addresses based on the findings.
- Assign to person(s) responsible and attach a target date.

Examples of Corrective actions can include items such as the following:

- Implementing engineering controls such as ventilation.
- Creation or training on Safe Work Procedures.
- Improvements in maintenance plans.
- Safety Meetings.
- Signage.
- Guardrails/Physical Barriers.
- Usage of PPE.
- Create Report and Share Results.
- The report should include a summary of the events including who, what , where, when and how.
- Include relevant photos, documentation records, and any other data as appendices.
- Ensure report is signed off by applicable company representatives and shared with staff.



APPENDIX

1. Sample Government of Alberta Incident Investigation Report

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