

[Organization logo]

[Organization name]

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PROCEDURE FOR INCIDENT INVESTIGATION

Code:	
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Created by:	
Approved by:	
Date of version:	
Signature:	

Commented [45A2]: Adapt to the existing practice in organization.

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Change history

Date	Version	Created by	Description of change
	0.1	45001Academy	Basic document outline

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1. Purpose, scope and users

The purpose of this procedure is to define the process of incident investigation used in the OH&SMS (*Occupational Health & Safety Management System*).

This procedure is applied to all processes within the OH&SMS scope.

Users of this document are all employees of [organization name] inside the scope of the OH&SMS.

2. Reference documents

- ISO 45001:2018 standard, clause 10.2
- OH&S Manual
- Procedure for the Management of Nonconformities and Corrective Actions

3. Incident investigation

Management representative is responsible for conducting the investigation in a timely manner and

documenting the results of the investigation.

The investigation and results of investigation shall be investigated and documented in a timely manner and the results shall be reviewed and approved.

3.1. Incident reporting

The organization should seek to prevent the under-reporting of incidents. In determining the nature

of the incident, the organization should consider the nature of the incident and the potential consequences of the incident and the potential consequences of the incident.

- the actual outcome and consequences of the incident, and
- the frequency of the incident and the potential consequences.

Any employee can report about incidents to his superior or OH&S management representative.

Incidents should be reported to the superior or OH&S management representative in a timely manner and the results shall be reviewed and approved.

3.2. Incident investigation objectives

Investigations of nonconformities, accidents and incidents should result in findings that will help [job

performance improvement].

- Identification of nonconformities and incidents and the potential consequences.
- Identification of the causes of the incidents.
- Learning from identified failures in order to prevent their reoccurrence

[organization name]

- Reviewing the practice of managing and operating in order to prevent reoccurrence of [redacted]
- [redacted]

3.3. Determining the cause of the incident

[Job title] initiates the process of incident investigation by identifying possible causes, aiming to [redacted]

3.4. Analysis of the causes of the incident

[redacted]

3.4.1. Possible causes

Possible causes are all causes which could make an incident. Identifying possible causes represents a [redacted]

3.4.2. Root/source of possible cause (underlying cause)

[redacted] considered any more. If the source or the root is supported by the facts, it becomes a possible cause.

3.4.3. Real causes

The real cause (root or source) is the source of the event or occasions which directly triggered the [redacted]

[Job title] conducts the investigation of the real cause by applying the following steps:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- Consulting with experts who know the processes well and have insight into them

After the investigation, [job title] creates an Incident Investigation Report and delivers it to the CEO.

[redacted]

3.5. Incident investigation follow-up

Commented [45A4]: If the content of this record is prescribed by local legislation, use the prescribed record.

[organization name]

The purpose of this template is to provide a consistent structure for the Incident Investigation Report. Together with the other templates, the Incident Investigation Report will provide a clear and concise overview of the incident.

Review results are submitted to the CEO and represent an input element in the management review.

4. Managing records kept on the basis of this document

Record name	Code	Storage			Responsibility
		Retention time	Location	Protection	
Incident Investigation Report	PR.11.1	3 years	[office of [job title]]	Records are stored in file cabinet [describe name/location]	[job title]

Commented [45A5]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Incident Investigation Report