



# Accident Reporting & Investigation Sample Program

Prepared for:

Date:



UnitedHeartland.com  
1-800-258-2667

Our safety evaluations, reports and recommendations are made solely to assist your organization in reducing hazards and the potential of hazards and accidents. These recommendations were developed from conditions observed and information provided at the time of our visit. They do not attempt to identify every possible loss potential, hazard or risk, nor do they guarantee that workplace accidents will be prevented. These safety evaluations, reports and recommendations are not a substitute for ongoing, well-researched internal safety and risk management programs. This report does not warrant that the property inspected, and its operations are compliant with any law, rule or regulation.

United Heartland is the marketing name for United Wisconsin Insurance Company, a division of AF Group. All policies are underwritten by a licensed insurer subsidiary. For more information, visit [afgroup.com](http://afgroup.com). © AF Group.

Table of Contents

I. Introduction ..... 3

II. Objective..... 3

III. Scope ..... 3

IV. Responsibilities ..... 3

V. Accident Reporting ..... 4

VI. Accident Investigation ..... 4

VII. Key Points for Accident Investigation ..... 5

## I. INTRODUCTION

To ensure that all accidents are properly reported and investigated, the Organization has developed an Accident Reporting & Accident Investigation Program. This program will assist management in determining how employees are injured, why injuries happen and what can be done to prevent similar injuries in the future.

## II. OBJECTIVE

The main objective of the Accident Reporting & Accident Investigation Program is to identify fundamental causes of an accident and implement corrective actions to prevent reoccurrence. In addition to preventing future accidents, the Accident Reporting & Accident Investigation Program:

- A. Serves to compel supervisors and managers to address employee injuries.
- B. Helps managers to understand the hazards present in their areas of responsibility.
- C. Identifies weaknesses in the company's cost reduction efforts and suggests cost effective remedies for such weaknesses.
- D. Develops accident trend information.
- E. Demonstrates to employees that management takes safety and injuries seriously.
- F. Serves to reduce the number of fraudulent claims.
- G. Provides information for workers' compensation claims handling as well as regulatory reporting and record keeping.

## III. SCOPE

The Accident Reporting & Accident Investigation Program will apply to all departments within the Organization. All accidents that cause injury to an employee should be examined. The depth and complexity of the investigation will vary based on with the circumstances and seriousness of the accident. All near misses, those events where injury does not occur, but could have if conditions were different, should also be investigated.

## IV. RESPONSIBILITIES

The Organization believes that everyone shares the responsibility for the success of the Accident Reporting & Accident Investigation Program. Specific groups and their respective duties are as follows:

- A. Management is responsible for implementing this program and will perform periodic program evaluations. In addition, management will develop investigation forms and procedures, train supervisors and members of the safety committee, and review accident reports and trends.
- B. Supervisors will investigate accidents and identify their causes, complete investigation forms and develop suggestions, methods and techniques for preventing accidents.
- C. Human Resources will participate in the process as outlined by management. In some cases, Human Resources may conduct the investigation, and complete the form. In other cases, Human Resources will review and track the results of the investigations. Human Resources should be consulted at any time there is a question about the accuracy of the description of the accident, or the supervisor's description is significantly different than the employee's report.
- D. Safety Committee may investigate accidents their causes, review accident reports and identify accident trends. The Safety Committee will report its findings to management.
- E. Employees must report accidents promptly and participate in the investigation process. Whenever possible, employees should be encouraged to share insights with management about ways to prevent future accidents.

## V. ACCIDENT REPORTING

The Organization's Employee Accident Report must be completed for every work-related injury. Department managers will be responsible for keeping the Employee Accident Report forms and providing them to employees when necessary.

The following steps should occur following an accident:

- A. Employee
  - 1. Immediately notify direct supervisor of work-related injury.
  - 2. Seek medical attention if necessary.
  - 3. Complete, sign, and date the Employee Accident Report.
  - 4. Give report to supervisor for review and corrective actions.
- B. Supervisor
  - 1. Arrange for appropriate medical care if necessary.
  - 2. Complete supervisor section of Employee Accident Report.
  - 3. Contact the Organization's safety coordinator.
  - 4. If medical treatment is not necessary, make a copy of the Employee Accident Report for your file and send the original to Human Resources.
  - 5. If medical treatment is needed at a later date, refer the employee to Human Resources.
- C. Human Resources
  - 1. Collect the Employee Accident Report.
  - 2. Complete the Employer's First Report of Injury or Disease Form and send to workers' compensation insurance carrier.
  - 3. File forms and medical documents in employee's confidential personnel file.

## VI. ACCIDENT INVESTIGATION

Before an accident investigation can be performed, any injured employees should receive immediate and proper medical attention. Hazards should be removed from the accident scene to prevent accidents to others. Thereafter, the following steps should be taken:

- A. Determine the Facts – The investigator should identify and document all the facts of the accident. To do this, the investigator should:
  - 1. Interview the individual(s) involved as well as witnesses; ask open-ended questions and do not assign blame.
  - 2. Record general information (name, date, time of day, job task, general conditions, etc.).
  - 3. Photograph or videotape the accident scene if possible.
  - 4. Diagram the layout of the accident scene, and the relationship of machinery, equipment and witnesses to the scene.
  - 5. If possible, safely reenact the accident to ensure that no one else is injured.
- B. Determine the Causes – The cause of the accident may be obvious and be determined immediately by the investigator. However, it is important that the investigator delve deeper to determine the underlying causes of the accident. These might include:
  - 1. Lack of employee or supervisor training
  - 2. Improper or outdated methods

3. Lack of enforcement of safety regulations
  4. Inadequate equipment or machine maintenance
- 
- C. Determine the Corrective Actions – Investigators should be aware that there may be more than one method or technique for addressing the cause of the action. It is also important to realize that a temporary corrective action may be appropriate if the most effective corrective action cannot be eliminated immediately. The investigator should follow up with the department managers to implement corrective actions.
  - D. Review Accident Investigation Forms – After an accident investigation has been completed, management should periodically review related forms and procedures. This will ensure that the quality of investigations remains high and that corrective actions are adequate and have been completed.
  - E. Analyze Accidents – Management should analyze all accidents periodically for any trends or reoccurring problems. During the analysis, management should consider the date, time, and location of the accidents; the type of accidents; the nature of the injury and body part(s) involved; and the employee's training and experience level.

## VII. KEY POINTS FOR ACCIDENT INVESTIGATION

For this program to be successful, the Organization believes that the following points must be implemented:

- A. Employees that conduct the accident investigations must be trained in investigation procedures, how to properly fill out the investigation forms, securing and protecting evidence, photography and videotaping and how to interview injured employees and witnesses.
- B. The accident investigation must be completed promptly to ensure that the physical conditions remain unchanged.
- C. In addition, the accident investigations must be completed promptly to ensure that witnesses are available and the facts are fresh in everyone's mind.
- D. The immediate supervisor must be involved in the accident investigation process because they are most familiar with the conditions existent where the accident occurred.
- E. Because the supervisors are too close to the problems, the Organization recommends that they should not conduct the accident investigation alone.
- F. If possible, an accident investigation team should be developed to include at least the injured employee's immediate supervisor, immediate supervisor's boss, the injured employee and others who could contribute to the process.