

2-24-2

Incident Escalation and
Management Response
Process

A3838999



Excellence



Honesty



Accountability

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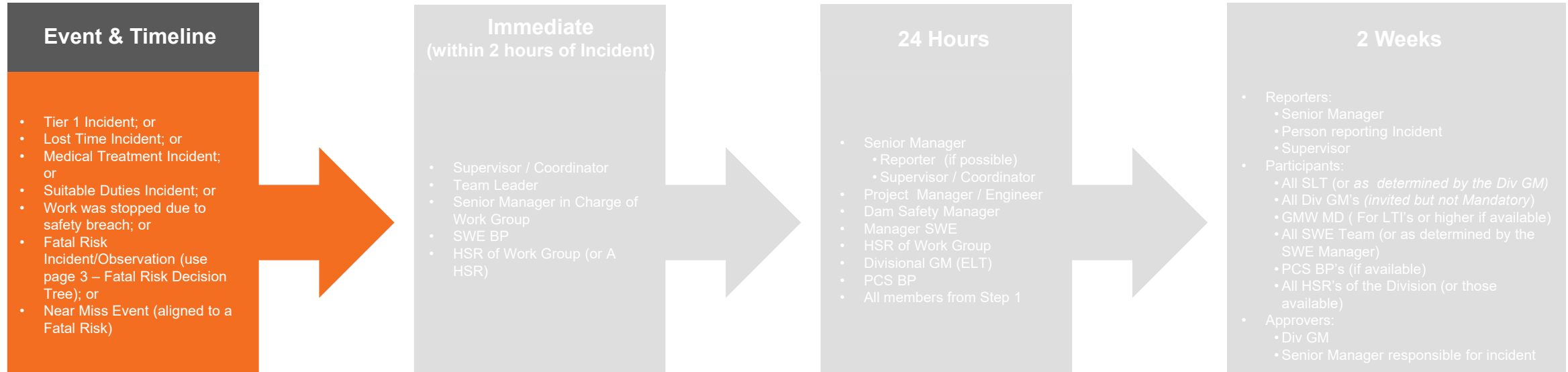


Courage



Caring

Determining the severity of incident



Event & Timeline

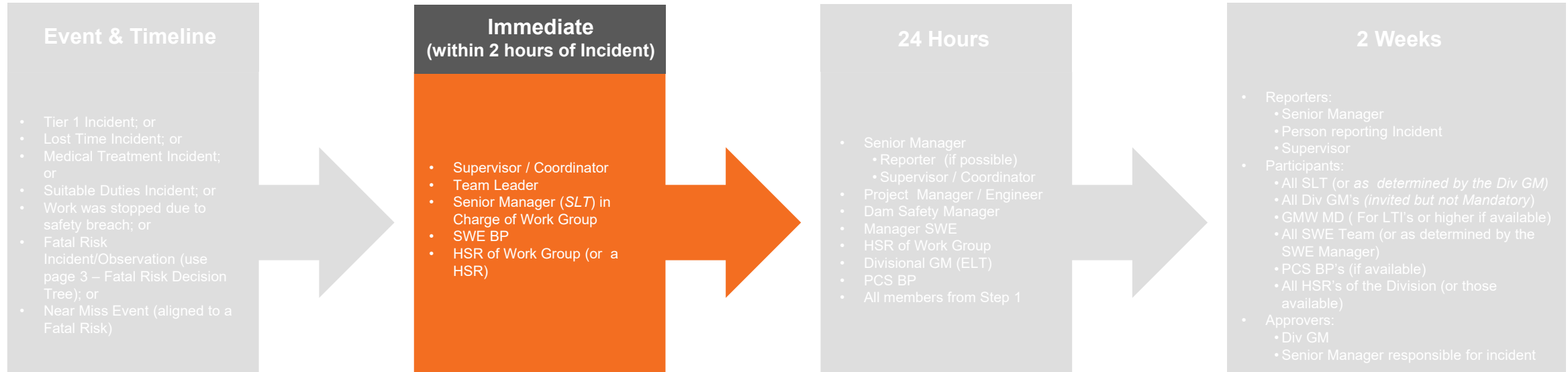
Incident reporter / Team Leader / Supervisor / Coordinator should make an initial assessment to classify the incident

As a guide to determining the incident classification the definitions within Attachment A and B is to be referred to.

Where the initial incident classification cannot be defined, the 2-24-2 process must be initiated

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Step 1 – Notification and containment



Immediate (within 2 hours of incident – Notification & Containment)

All events qualifying as either a Life Incident, Tier 1 or 2 shall have individual notification of those listed (above).

When in doubt, commence notification, and evaluate.

The decision to **STOP** work occurs here.

Notification must be via phone call to the reporters immediate Senior Manager and if unable to connect escalate to Alternative Divisional Senior Manager. Once reported, it is the Senior Managers role to ensure all members above are contacted.

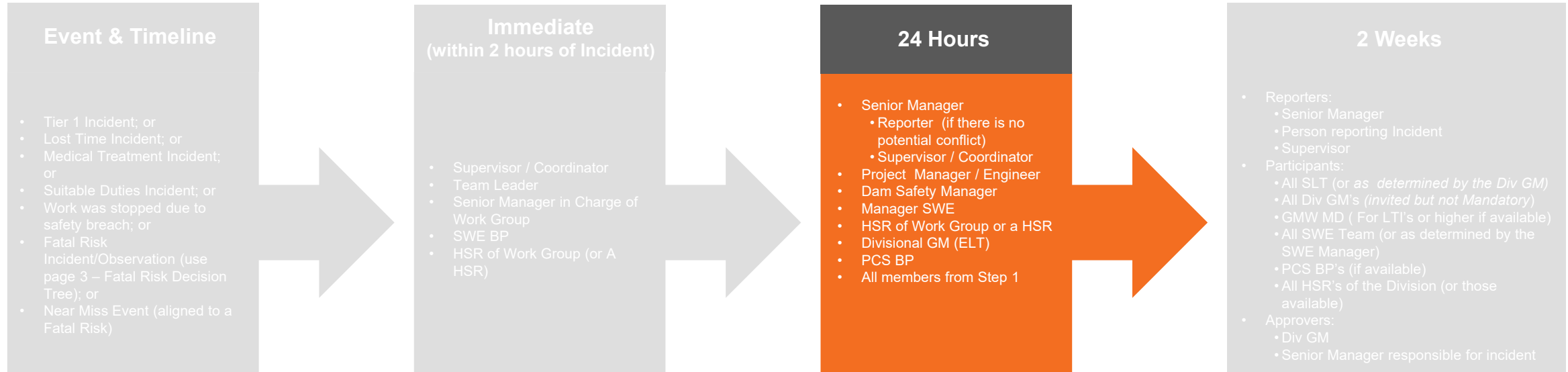
At this point a provisional incident classification will be agreed by the Senior Manager and the Supervisor / Coordinator to determine whether to cease or continue this process (*This process will continue if one of the 7 events (above/ previous slide) have occurred*).

Supervisor / Senior Manager – Complete IRIS Report and assign Investigation Tier Level and assign tasks (actions) to connect members above to the incident.

- Confirm incident is controlled
- Ensure workers involved are being cared for
- OCCCorp notified (if injury or suspected injury is present)
- Determine if Notifiable – If Notifiable (**Tier 1&2**) this group is to notify the GM within 30 minutes of this meeting who in turn **MUST** notify the MD. If the Incident is determined to be a **Tier 1**, the MD is to notify the Board
- Determine if Alerts or Toolbox Talks should be created / Sent
- Who else should we inform
- Determine type of investigation (refer to investigation matrix)
- Agree next steps

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Step 2 – Case management



24 Hours – Case Management

The Senior Manager Will ensure a conference call is held within 24hrs of notification.

All personnel listed above should be present at the conference call. At a minimum 1 x GM and 1 x SWE BP **MUST** be at this meeting.

Call focused on reviewing the incident as it has been reported (*at that point*) within IRIS. Confirmation of IRIS classification is made here (*refer Fatal Risk Guide*)

The decision to STOP work occurs here.

The Welfare of any injured or effected parties must be discussed first

Assignment of Lead Investigator; confirm incident is controlled and discuss immediate actions taken so far, determination whether Alerts or Toolbox talks need to be sent out (*drafted by SLT and passed to SWE BP for checking*).

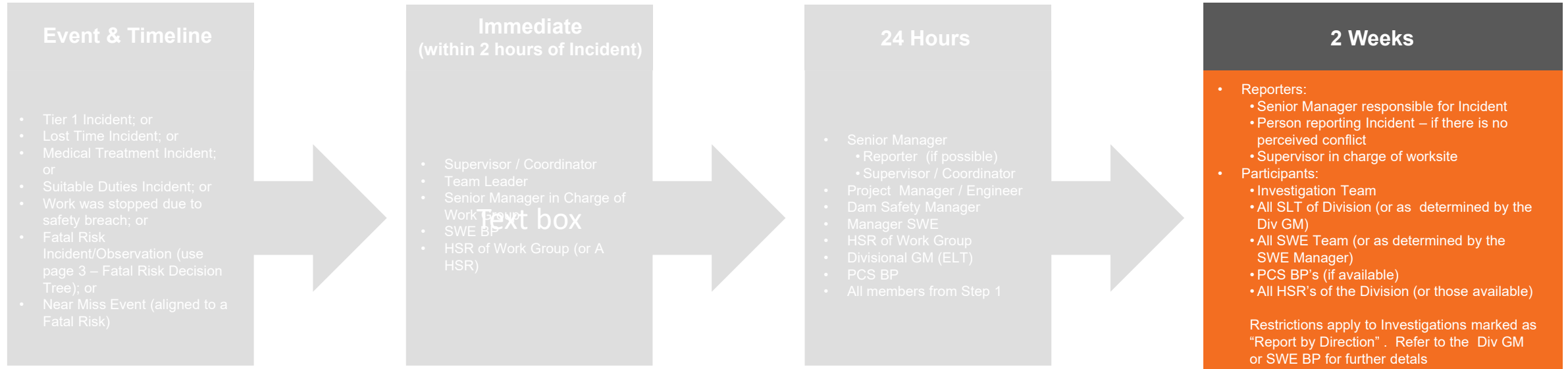
Alignments, resources, notifications, materials, etc necessary for incident owner, Senior Leader, Lead Investigator will be authorized during this meeting.

Priority of investigation is agreed here by either the Divisional GM / MD / SWE Manager

An update is to be provided to the MD and GM PCS by the Divisional GM at the conclusion of this meeting.

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Step 3 – Event closure / lessons learned



2 Weeks – Closure / Lessons Learned

Meeting to ensure alignment and support the closure action items.

The Welfare of any injured or effected parties must be discussed first

Incident Review completed by Senior Manager and Lead Investigator to discuss.

Case Progress; Root Cause, Contributing Factors, Corrective Actions and Residual Risk Assessment of incident.

Confirm if Alerts / Toolbox talks need to be distributed

Div GM, Senior Manager & Incident Owner to review and approve or reject incident review and follow up actions within 1 week of completion of this meeting

The details of the incident and corrective actions should be presented in Toolbox format to all HSR's and the Incident Owners Division, by the Incident Owner detailing the incident, lessons learnt and any outstanding actions or at the discretion of the GM

The Div GM & Lead Investigator is to present a summary to the ELT if required

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The 2-24-2 process is not considered complete until IRIS has been updated with all actions as agreed by the GM / Senior Manager

Two tiers most likely to initiate the 2-24-2



Attachment A

TIER 1

SEVERE Incidents: Fatal or exposure to life changing events

Any work-related injury resulting in a:

- Fatality
- Fatality involving a contractor working for GMW either supervised or not supervised
- A person requiring immediate medical treatment for:
 - Serious laceration or amputation of any body part
 - Head Injury or Loss of Consciousness
 - Eye Injury
 - Separation of skin from underlying tissues such as degloving or scalping
 - Electrical Shock
 - Spinal injury
 - Loss of bodily function
 - Exposure to a substance
- Treatment as an inpatient in a hospital
- Incident causing either permanent or temporary disfigurement
- An implosion, explosion or fire.

TIER 2

MAJOR Incident: Situation is potentially a serious incident if any of the following statements are true

Any work related incident or injury resulting in

- A Fatal Risk Event
 - Review the *Critical Risk Statement* to determine investigation type for the incident
- Fatal Risk Lost Time Injury
- Serious injury / illness, including:
 - Lacerations requiring stitches
 - Return to Work restrictions treatment
 - Permanent or Long term illness/injury
- Plant Roll Over
- Collapse or failure of a trench or shoring shields protecting a trench
- Collapse or partial collapse of building or structure

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